

Independent Living Centers

Consumer Satisfaction Survey

2011

Annual IL Outcomes Survey FY11

Research Objective: To review the satisfaction of consumers receiving services through the Independent Living (IL) program; as well as the changes these services made, a telephone survey is conducted annually concerning the areas of: Advocacy, Benefits Advisement, Employment Advisement, Training or Referral, Home Modification, Housing Referral or Assistance, Independent Skills Training, Information and Referral, Peer Support, Personal Assistance Services (PAS), Technology or Adaptive Equipment, Youth Services including Transition From School to Work or Independent Living, Emergency Assistance Services, Institutional Diversion or Nursing Home Transition, and Transportation.

Research Design: The population surveyed were consumers of the Centers for Independent Living (CILs) involved with the IL program

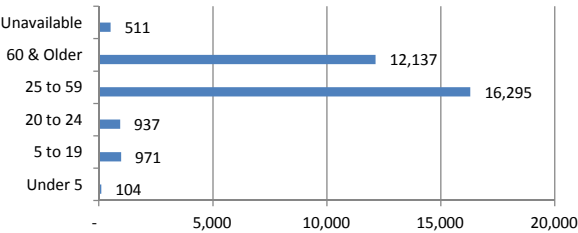
Data Analysis: The consumer responses were tabulated for each query. The following pages report the services being received by the consumers surveyed. As indicated by the results, some consumers receive multiple services. The responses are included in this report for each service the consumer indicated they received.

Report Format: Pages 3-5 show demographics of all persons served during the Federal Fiscal Year by the 22 Centers for Independent Living (CILs) as reported annually by the CILs to the Office of Adult Learning and Rehabilitation Services within the Department of Elementary and Secondary Education. For each of the service areas there are two pages with questions/graphs each followed by a comment page. The first question asks if the consumer received the service, the second question reports the level of satisfaction with those services. During the survey, if the consumer responded they were **Somewhat Satisfied or Dissatisfied** a follow up question of ***How the services could have been better*** was asked and a representation of the comments received is included on the next page of the report.

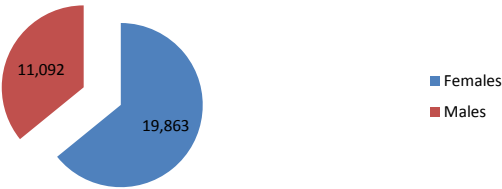
The third page for each service shows whether the consumer felt they gained knowledge, skill and/or independence from the service and whether the service made a positive change in the life of the consumer. During the survey, consumers responding "**yes**" to the question: ***Did the service received make a positive change in your life***, were asked a follow up question of ***What change did it make***. A representation of the responses from the survey are included in this report on the page(s) following the satisfaction questions for each corresponding service.

Total Number of Consumers served in Missouri by 22 Centers for Independent Living: 30,955

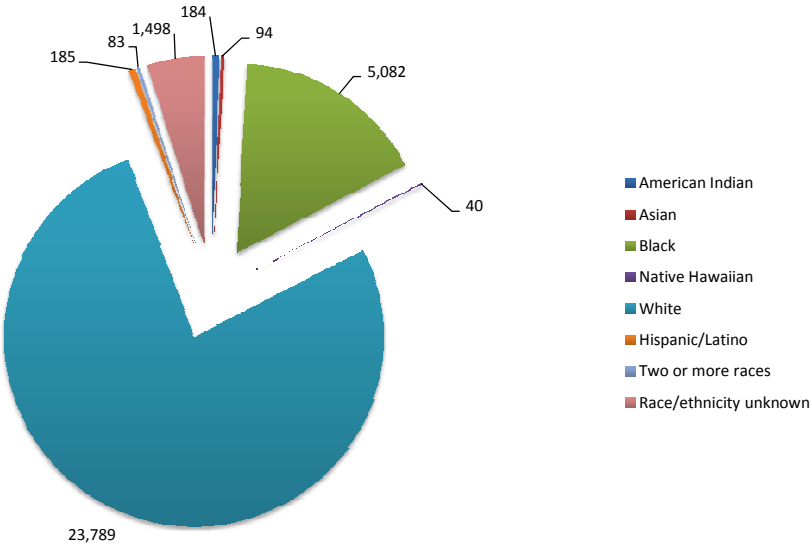
Ages of Consumers served



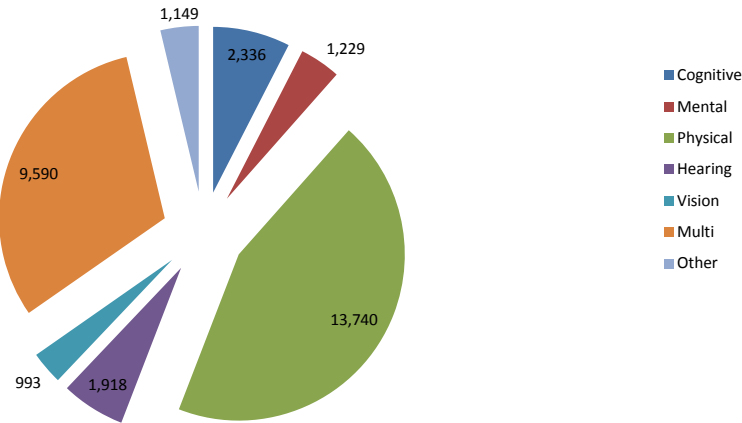
Gender of Consumers served

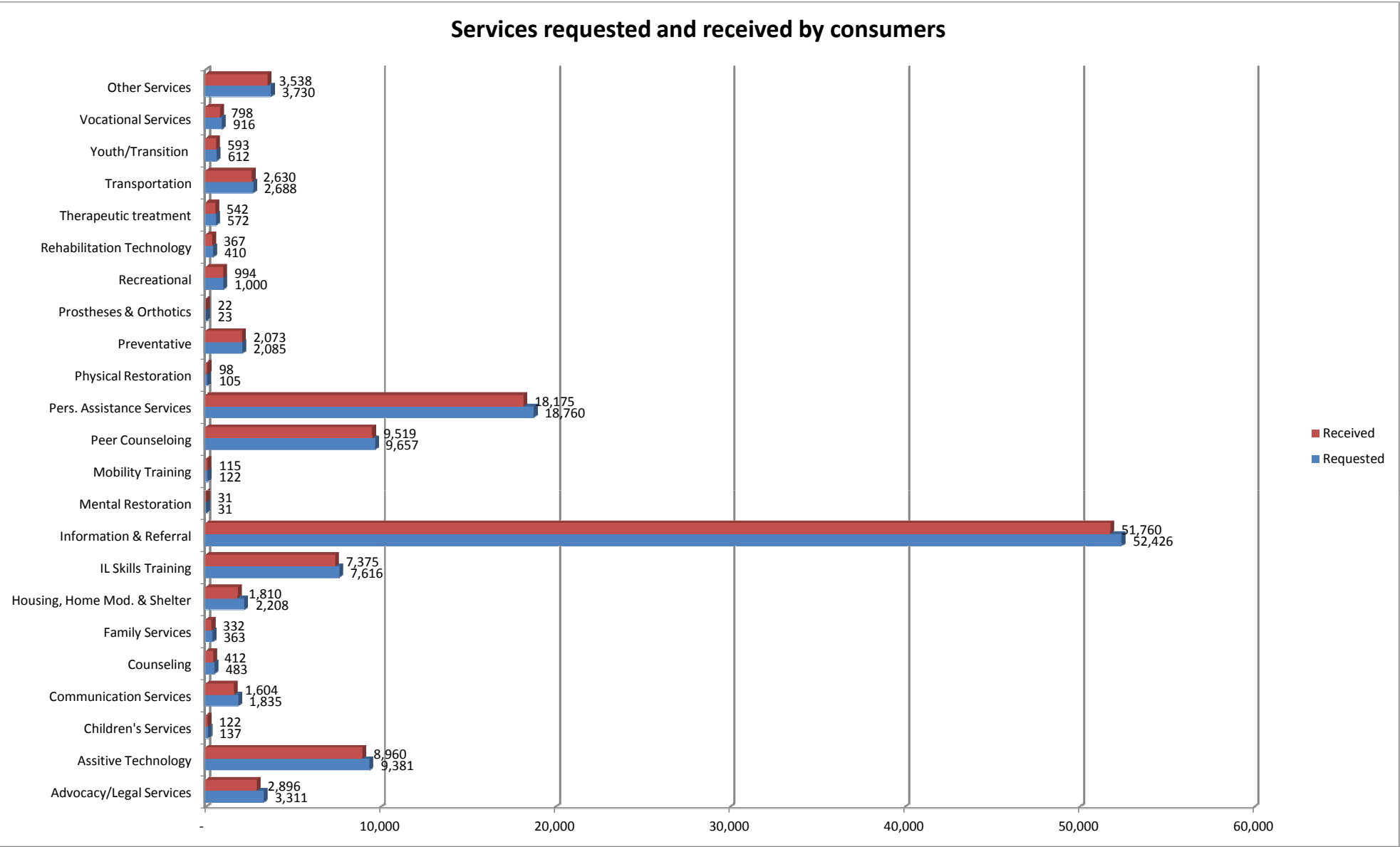


Race and Ethnicity of consumers served

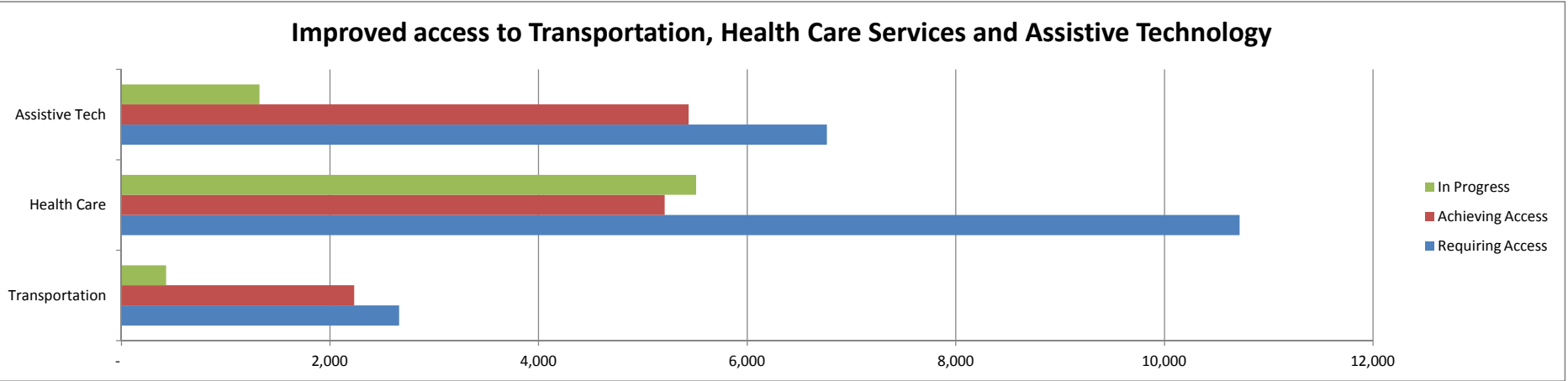
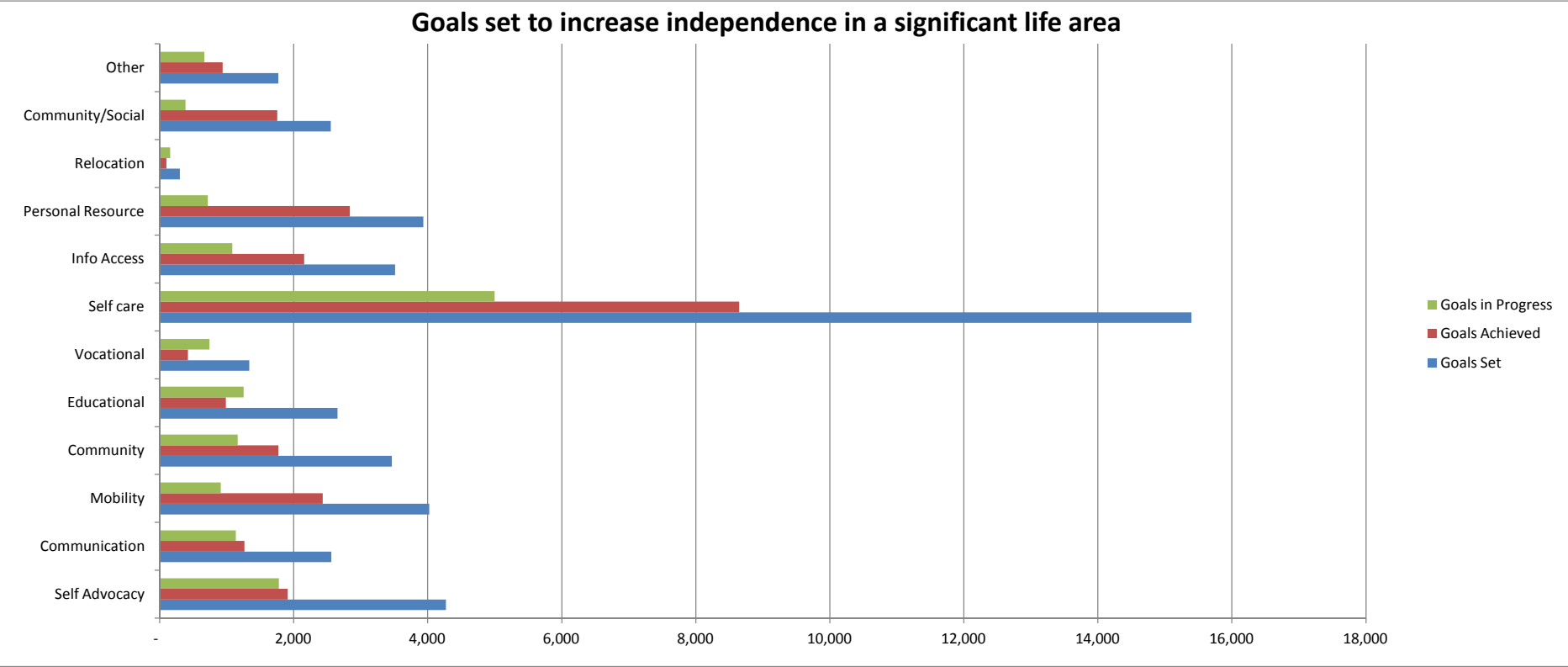


Disabilities of Consumers served



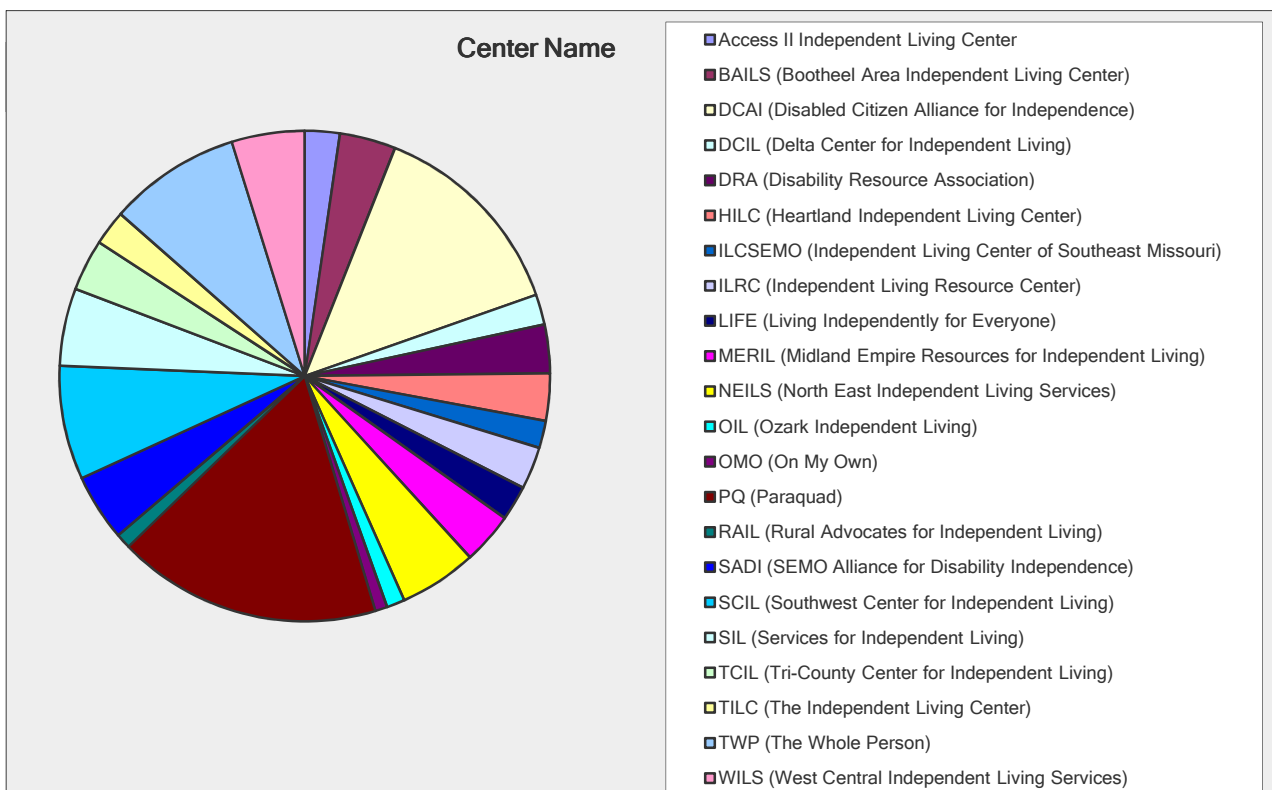


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Center Name	Response Percent	Response Count
Access II Independent Living Center	2.3%	88
BAILS (Bootheel Area Independent Living Center)	3.7%	142
DCAI (Disabled Citizen Alliance for Independence)	13.6%	519
DCIL (Delta Center for Independent Living)	2.0%	76
DRA (Disability Resource Association)	3.2%	124
HILC (Heartland Independent Living Center)	3.1%	118
ILCSEMO (Independent Living Center of Southeast Missouri)	1.8%	69
ILRC (Independent Living Resource Center)	2.8%	108
LIFE (Living Independently for Everyone)	2.3%	86
MERIL (Midland Empire Resources for Independent Living)	3.4%	129
NEILS (North East Independent Living Services)	5.1%	193
OIL (Ozark Independent Living)	1.2%	46
OMO (On My Own)	0.8%	31
PQ (Paraquad)	17.4%	666
RAIL (Rural Advocates for Independent Living)	1.0%	39
SADI (SEMO Alliance for Disability Independence)	4.4%	167
SCIL (Southwest Center for Independent Living)	7.5%	287
SIL (Services for Independent Living)	5.1%	195
TCIL (Tri-County Center for Independent Living)	3.4%	129
TILC (The Independent Living Center)	2.3%	89
TWP (The Whole Person)	8.7%	334
WILS (West Central Independent Living Services)	4.8%	185

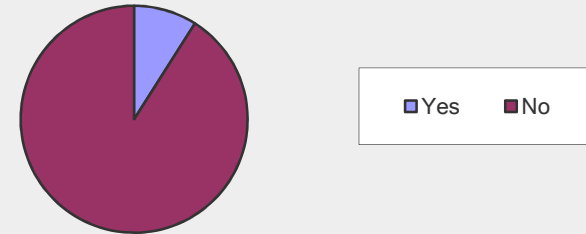


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Are you a United States Veteran?

Answer Options	Response Percent	Response Count
Yes	9.0%	312
No	91.0%	3160
<i>answered question</i>		3472
<i>skipped question</i>		348

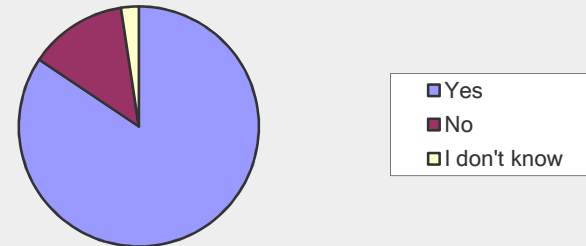
Are you a United States Veteran?



Are you eligible for Missouri Medicaid?

Answer Options	Response Percent	Response Count
Yes	84.4%	2931
No	13.2%	458
I don't know	2.4%	83
<i>answered question</i>		3472
<i>skipped question</i>		348

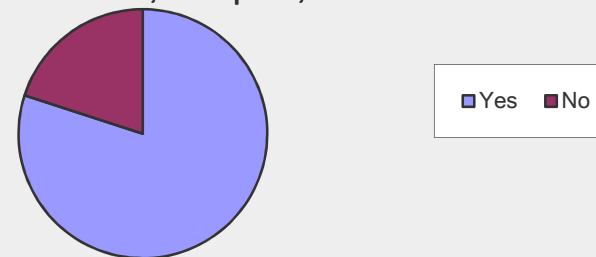
Are you eligible for Missouri Medicaid?



Do you have knowledge of emergency resources in your area in the event of a storm, fire, tornado, flood, earthquake, etc.?

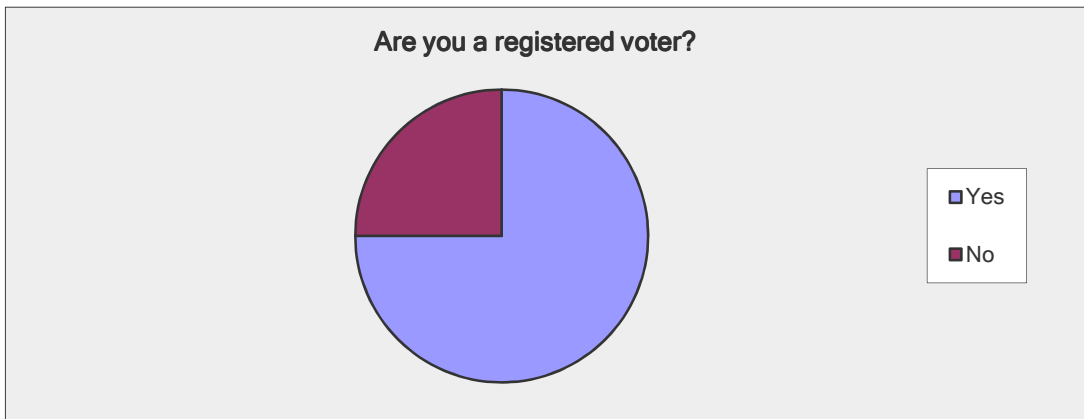
Answer Options	Response Percent	Response Count
Yes	80.0%	2764
No	20.0%	692
<i>answered question</i>		3456
<i>skipped question</i>		364

Do you have knowledge of emergency resources in your area in the event of a storm, fire, tornado, flood, earthquake, etc.?

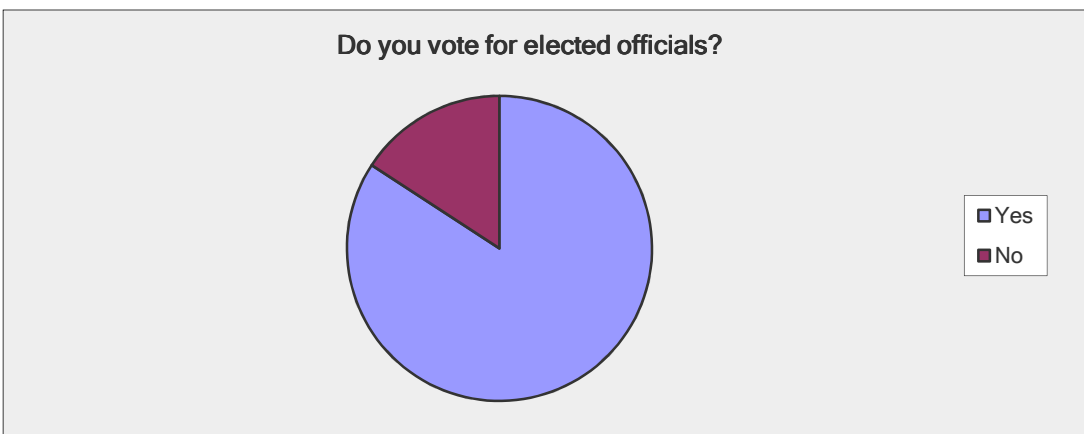


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Are you a registered voter?		
Answer Options	Response Percent	Response Count
Yes	75.0%	2601
No	25.0%	865
<i>answered question</i>		3466
<i>skipped question</i>		354



Do you vote for elected officials?		
Answer Options	Response Percent	Response Count
Yes	84.2%	2192
No	15.8%	412
<i>answered question</i>		2604
<i>skipped question</i>		1216

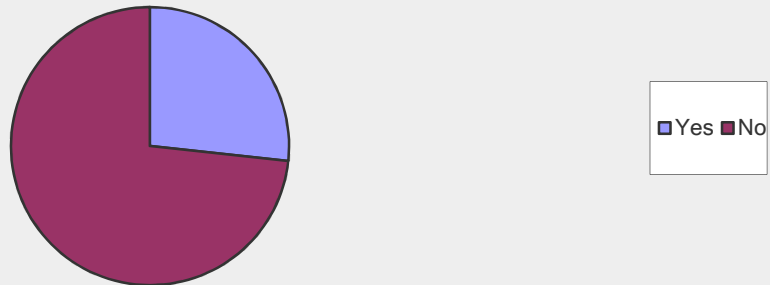


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Did you receive any Advocacy services? Assistance and /or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled.

Answer Options	Response Percent	Response Count
Yes	26.7%	924
No	73.3%	2532
<i>answered question</i>		3456
<i>skipped question</i>		364

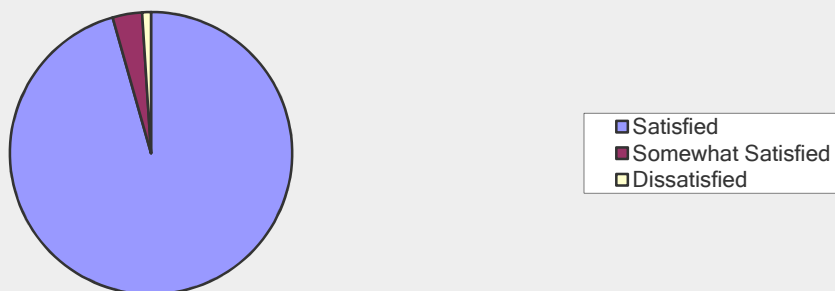
Did you receive any Advocacy services? Assistance and /or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled.



What was your experience with the ADVOCACY services you received?

Answer Options	Response Percent	Response Count
Satisfied	95.7%	884
Somewhat Satisfied	3.4%	31
Dissatisfied	1.0%	9
<i>answered question</i>		924

What was your experience with the ADVOCACY services you received?



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Advocacy service could have been better.

answered question

37

skipped question

3783

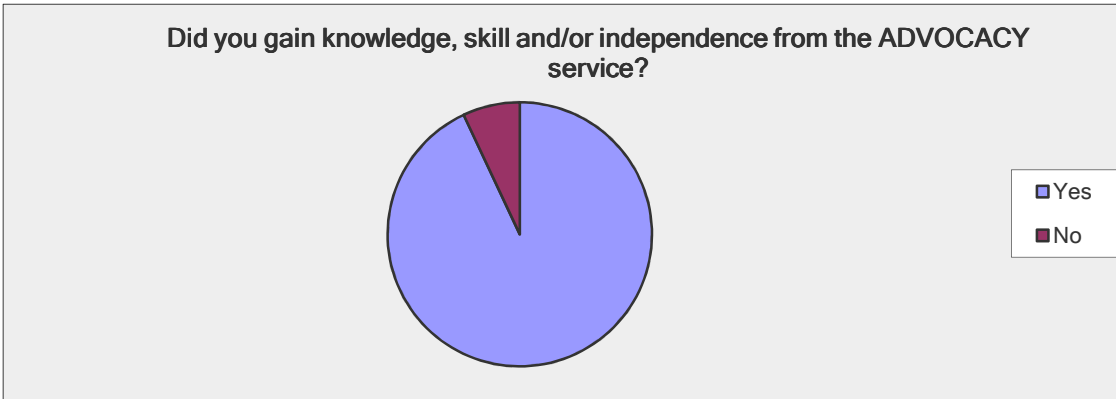
Response

- 1 I was frustrated at place I was told to call for help get loan for home mod
- 2 I am not happy I did not get Medicaid..but I know it was not this center
- 3 I learned how to contact and discuss my Medicaid problems with my DFS Case Manager
- 4 Repetitive nature of the paperwork was obnoxious
- 5 It is okay. I hit roadblocks every turn.
- 6 They could help me out a little more. I don't have the money to get a divorce lawyer.
- 7 Trouble receiving information.
- 8 I would be receiving better services through RSB
- 9 "not happy at all about services"
- 10 Helped you get equipment
- 11 Fine right now
- 12 The apartments have never corrected the problem regarding accessibility as of yet.
- 13 Getting depends from Medicaid
- 14 I've been waiting a long time. Waiting 8 weeks is ridiculous.
- 15 Don't want to say
- 16 She will receive more food stamps
- 17 I didn't qualify for some of the services I need.
- 18 I did not qualify for the services I wanted.
- 19 I did not qualify for CDS services, but really needed the help.
- 20 I did not qualify for the services I wanted.
- 21 I'm a community advocate for the CIL. I would like to have a reminder when I need to have my shirt or when I need a form filled out
- 22 Would never receive call back.
- 23 I think the CIL does an ok job. They closed my case. I need to find a job and didn't get one.
- 24 Consumer stated that she was told she would get additional units but it never happened. Consumer stated that she was supposed to get a ramp but it too never arrived or was built.
- 25 I don't know
- 26 I heard that I could get more money than I got

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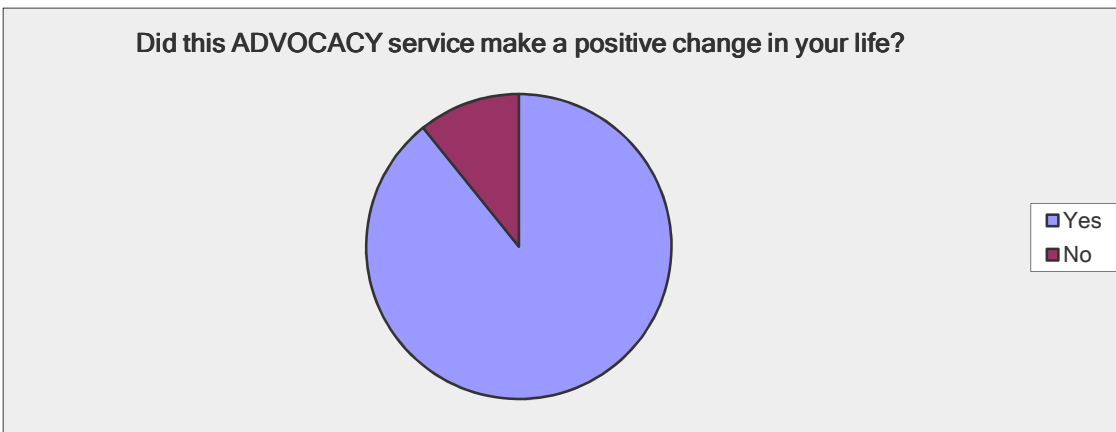
Did you gain knowledge, skill and/or independence from the ADVOCACY service?

Answer Options	Response Percent	Response Count
Yes	93.0%	859
No	7.0%	65
<i>answered question</i>		924
<i>skipped question</i>		2896



Did this ADVOCACY service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	89.2%	819
No	10.8%	99
<i>answered question</i>		918
<i>skipped question</i>		2902



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If Yes, what change did this ADVOCACY service make?

answered question

724

skipped question

3096

Response

- 1 Gave me ideas on what I could do
- 2 I now how to make calls to help myself
- 3 I now know how to vote
- 4 She states that she learned how to advocate for herself regarding her disability.
- 5 I was denied to receive SSI and Anne came to SSA office to advocate for me and my mom. I learned how to self-advocate for myself by watching Anne, getting resources and my mom's support.
- 6 It got me out of the house.
- 7 I learned about services I can use to make my life better.
- 8 Helped me with city hall.
- 9 I learned about the adaptive equipment services available.
- 10 Advocated for me to get my apartment and get out of the nursing home.
- 11 CIL advocated with me at the electric company to get me on level pay. She also helped me learn how to be my own advocate.
- 12 I can learn how to advocate for myself.
- 13 It gave me a better backbone.
- 14 It made her feel a lot better about herself.
- 15 Helped him connect with agencies that made his life easier
- 16 Helped get utilities turned on at new residence, showed me how to use different resources to get them turned on.
- 17 Helped me have access to services.
- 18 It has helped me be more independent.
- 19 Helped me advocate for accessibility features in my apartment. Got me what I needed.
- 20 I learned how to stand up for myself.
- 21 It gave me information I can use
- 22 Helped to her because was informed of things she didn't know about before
- 23 I'm more serious about what issues affect me.
- 24 Helped me to meet my personal goals.
- 25 I was able to get into my own home.
- 26 It gave me the tools to help my family more
- 27 Helped me be more independent
- 28 dealt with issues at work better
- 29 Has learned to stand up for herself
- 30 Taught me how to speak up for myself and others
- 31 Enlightened me about local resources.
- 32 It has made my life better.
- 33 Gave me knowledge about my health and programs to help me go to college
- 34 It changed my life for the better.
- 35 It helped him become more aware of policies and procedures with legislation.
- 36 Allowed him to become more educated and aware of his own health and abilities.
- 37 Helps me become a more positive person.

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If Yes, what change did this ADVOCACY service make?

answered question

724

skipped question

3096

Response

- 38 I was having trouble getting my doctor to write a script for a cane which I need to steady myself due to pain from spurs and degeneration. With advocacy I was able to get her to write the script so I could reach my goal.
- 39 It allowed her to learn about and gain knowledge regarding people with disabilities and their rights.
- 40 It allowed her to feel more independent.
- 41 It helped with her communication with her medical social workers.
- 42 They are always there when I need them.
- 43 It gave me the knowledge of how to self advocate for my services.
- 44 It made good changes in my life.
- 45 Gave me more knowledge for independence and confidence for self advocacy.
- 46 Helped be independent
- 47 Helped me because advocated with apartment manager, I was able to stay in apartment longer and feel good about where I lived.
- 48 I have learned how to be my own advocate, how to stand up for myself and how to say the right things to advocate for myself. With my head injuries, it is really important for me to know how to stand up for myself.
- 49 Help me get services and makes me feel independent
- 50 helped me to fill out forms for different assistance
- 51 I am back in school now
- 52 I have learned how to do things for myself
- 53 Helped me to have more confidence and preparation
- 54 I got budgeting help on several occasions.
- 55 It helped me find services.
- 56 Helped her when it was needed.
- 57 I learned to do stuff on my own
- 58 I got a lot of information from these people.
- 59 Helped me know how to advocate for myself.
- 60 Helped me tremendously & now I can be happier & be at home!
- 61 Helped me to have a better & more independent life
- 62 Helped me with my taxes.
- 63 It helped out. Didn't know I could do this
- 64 Gave my confidence in myself
- 65 Helped to enable me to get to stay in my own home.
- 66 Helped me to remain in the community.
- 67 Inspired me to be more independent on my own.
- 68 I got a job.
- 69 I can live at my home independently.
- 70 I'm more in control of my life and independent.
- 71 I always vote now.
- 72 I'm glad to know someone cares enough to help me.
- 73 I learned how important voting is.
- 74 I learned how to vote.

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If Yes, what change did this ADVOCACY service make?

answered question

724

skipped question

3096

Response

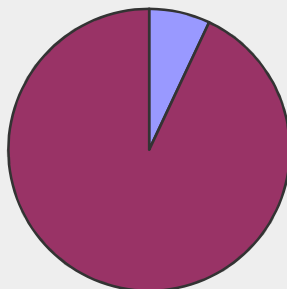
- 75 I never wanted to vote.
- 76 I learned of other programs to benefit me.
- 77 I learned of programs to help.
- 78 I was learning things that I didn't know and it helped to understand things that I wasn't aware of.
- 79 I am unable to work due to my disability. The benefit specialist assisted me with application and helped me appeal SSA decision so I was able to receive SSA disability benefits. I did not have any income before.
- 80 Had a Part D Medicare comparison done. Was able to chose the cheapest and best plan for me with information provided.
- 81 I received information on the medical benefits I am receiving and I now understand them. I now know what questions to ask and to who to ask them to.
- 82 Has more help to remain independent.
- 83 I did not know how to apply for SSA disability benefits or appeal. I also got assistance with my application for Mo Health net.
- 84 Understanding SSA work incentives and knowing if possible I can try work out again.
- 85 I learned about the appeal process for SSA benefits and I now am receiving SSA benefits.
- 86 I had help filling out forms for my CB. I used the money to pay some bills.
- 87 I had help contacting the agency to get my wheelchair.
- 88 I had help contacting different online colleges to better my education.
- 89 Had help getting my CB filled out. Used the money for bills.
- 90 I had help filling out forms for a TAP phone.
- 91 With the help of my caseworker, I filled out the paperwork for my CB. That money helped me pay some behind bills. I was so thankful to have the extra money.

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Did you receive any Benefits Advisement services? Assistance with benefits planning for employment, disability, and/or retirement purposes. This may include coordination between other agencies including Vocational Rehabilitation, Social Security Administration, and Social Services.

Answer Options	Response Percent	Response Count
Yes	7.0%	240
No	93.0%	3206
answered question		3446
skipped question		374

Did you receive any Benefit Advisement services?

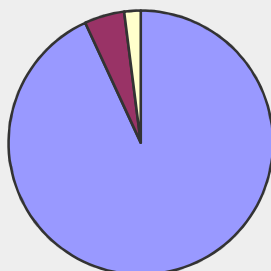


■ Yes ■ No

What was your experience with the BENEFITS ADVISEMENT services you received?

Answer Options	Response Percent	Response Count
Satisfied	93.1%	228
Somewhat Satisfied	4.9%	12
Dissatisfied	2.0%	5
answered question		245

What was your experience with the BENEFITS ADVISEMENT services you received?



■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Benefits Advisement service could have been better.

answered question

23

skipped question

3797

Response

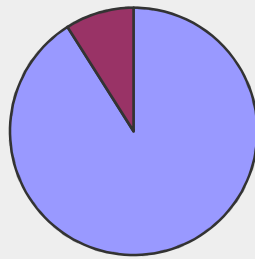
- 1 They did not always return my calls the same day.
- 2 Not enough money to live on.
- 3 Had some trouble with the directions
- 4 They were unable to advise me due to my overpayment. I felt they should have given me more guidance.
- 5 Still fighting to get my check back but doesn't think we can do anything else
- 6 I felt there could have been better follow-up in this process.
- 7 I would have liked for it to be geared more toward "work from home" opportunities
- 8 If I hadn't received this info. I would not have known it was available to me.
- 9 I don't know.
- 10 No
- 11 Participant feels he has all the answers and did not want to listen
- 12 I need more money for that one
- 13 none
- 14 They could not help me with my rent credit because I hadn't paid the rent.
- 15 Don't really have much knowledge.
- 16 Because people care. They help elderly, caring people.
- 17 I want immediate help from the CIL on benefits advisement instead of waiting and waiting to hear back from them.
- 18 na
- 19 She was allowed to go to school and when she graduated everything she learned was old school. She had no computer skills; nobody wanted to hire her.
- 20 Hasn't had time to evaluate at this point.
- 21 Assistance didn't benefit, not dissatisfied or satisfied
- 22 It took the social security 6 years to help me
- 23 Was informed about work incentives I can use to go back to work while I am receiving SSA disability benefits.

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Did you gain knowledge, skill and/or independence from this BENEFITS ADVISEMENT service?

Answer Options	Response Percent	Response Count
Yes	91.0%	223
No	9.0%	22
<i>answered question</i>		245
<i>skipped question</i>		3575

Did you gain knowledge, skill and/or independence from this BENEFITS ADVISEMENT service?

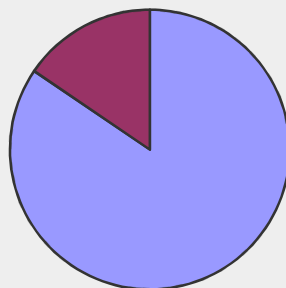


■ Yes ■ No

Did this BENEFITS ADVISEMENT service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	84.5%	207
No	15.5%	38
<i>answered question</i>		245
<i>skipped question</i>		3575

Did this BENEFITS ADVISEMENT service make a positive change in your life?



■ Yes
■ No

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If Yes, what change did this BENEFITS ADVISEMENT service make?

answered question

165

skipped question

3655

Response

- 1 She learned about other resources available to her.
- 2 It gave me more information.
- 3 I am learning skills to interview for jobs
- 4 I was able to have more affordable health insurance with better drug coverage.
- 5 I am working on getting my disability
- 6 When I was in a nursing home, the CIL really helped me transition and feel more independent.
- 7 It made it to where I can live by myself.
- 8 Better knowledge of my situation and resources available to me.
- 9 Some people came out and advised the customer as to how to improve the house.
- 10 It made positive change in my education.
- 11 Helps me be positive, better at my job, getting better in chores,
- 12 Gave referrals on benefits to apply for.
- 13 I didn't know about the services I qualified for.
- 14 Gave good referrals and resources.
- 15 Customer was advised as to the available services for health in her area.
- 16 Helped customer with information regarding her husband's disability.
- 17 The customer was made aware of benefits available to her.
- 18 Helped her apply for disability.
- 19 Positive, helped her apply for various benefits.
- 20 Helped me figure out some concerns I had about my Medicaid.
- 21 Just helped me understand things more.
- 22 Helped me complete an exception for Missouri Medicaid to get incontinence supplies.
- 23 I can hopefully find a job
- 24 It has given me knowledge about my disabilities
- 25 It helped me to know how I can go to school.
- 26 Easier to live and cope with it.
- 27 I received educational advisement.
- 28 IL specialist very helpful, offered many resources.
- 29 I gained knowledge about what I could and couldn't do in terms of employment.
- 30 Allowed me to work on completing my degree and possibly obtain a job
- 31 There is so much stuff about Medicare and Medicaid it helps for them to explain it so I understand.
- 32 He was given information that gave him resources to change his life.
- 33 Helped in her current situations.
- 34 I was able to finally determine that I wasn't eligible for Medicaid and SSI. I have pursued gainful employment due to my situation.
- 35 Helped me to develop a more positive attitude toward my life and adjusting to my disability and the abuse that lead to the disability.
- 36 I am aware of the services in the area.
- 37 I gained knowledge about what's in my community.
- 38 Helped me better understand my Medicaid.
- 39 Gave you a feeling independence and freedom.
- 40 It gave me confidence in seeking for a job and taking care of myself.

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If Yes, what change did this BENEFITS ADVISEMENT service make?

answered question

165

skipped question

3655

Response

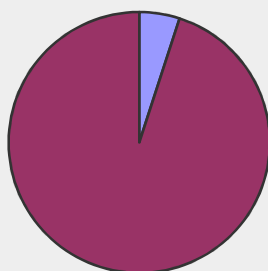
- 41 I was put in touch & helped with services with Voc Rehab.
- 42 Encourage independence.
- 43 I was able to get information on where to go & what to do to get benefits that help me.
- 44 They helped me with utility assistance services.
- 45 It has helped me be more confident when I am speaking with these agencies.
- 46 very helpful. Helped my wife not worry
- 47 I was referred to vocational rehabilitation and received classes due to this contact.
- 48 I don't have to depend on anyone to help me, I am able to afford my own rent
- 49 The benefit specialist helped me understand my SSA disability benefits and how I can use work incentives and I now can work if I chose to.
- 50 I have a choice now if I want to try to get a job and earn more money
- 51 I now have a monthly income and medical insurance
- 52 I had someone talk with me about disability. It really helped.
- 53 I had help signing up to be a disabled voter.
- 54 I had help getting disability, food stamps, Medicaid and an attendant.
- 55 Going to family services helped me get my spend down problem fixed.
- 56 When I got out of the hospital I called the Center. They told me about what benefits I could get, helped me get them, and helped me with the paperwork.
- 57 When my caseworker came to visit me, she talked to me about the different benefits I would be eligible for. I was glad to have the help and the information.
- 58 I had help from my caseworker getting my benefits. I knew very little and was so glad someone was there to help me.
- 59 I was given information about the CDS program

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Did you receive any EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL services? This would include job training, placement, development, resume development, interviewing skills, job seeking and retention skills, as well as referral for other employment services as needed.

Answer Options	Response Percent	Response Count
Yes	5.0%	171
No	95.0%	3271
<i>answered question</i>		3442
<i>skipped question</i>		378

Did you receive EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL services?

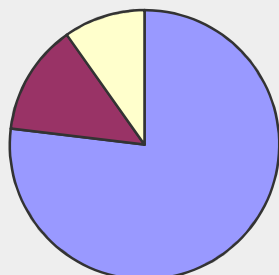


■ Yes ■ No

What was your experience with the EMPLOYMENT ADVISEMENT, TRAINING, AND/OR REFERRAL services you received?

Answer Options	Response Percent	Response Count
Satisfied	76.9%	133
Somewhat Satisfied	13.3%	23
Dissatisfied	9.8%	17
<i>answered question</i>		173

What was your experience with the EMPLOYMENT ADVISEMENT, TRAINING, AND/OR REFERRAL services you received?



■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

Annual IL Outcomes Survey FY11

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the EMPLOYMENT ADVISEMENT, TRAINING, AND/OR REFERRAL service could have been better.

answered question

37

skipped question

3783

Response

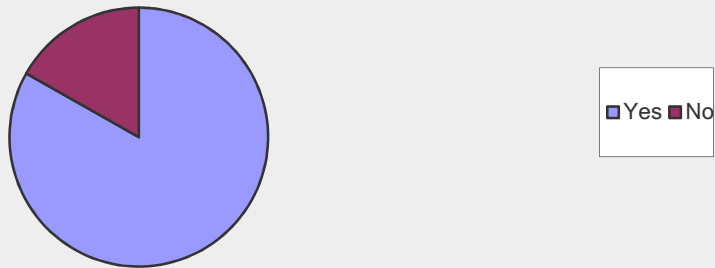
- 1 Nothing developed out of it
- 2 Still trying to find a job that would be right for me
- 3 The job coach assisted in the participant being terminated from a position that took the family 40 years to put together
- 4 all workers have clients and are already booked up
- 5 Wasn't able to find work.
- 6 Personality skills could have been better.
- 7 Wanted to find a job. Very disappointed with VR too, no job referral.
- 8 Didn't find a job through it. Found job on own.
- 9 Follow through getting her resume made.
- 10 If they would have contacted me.
- 11 Nothing they could do really.
- 12 Follow up could have been better.
- 13 More hands on.
- 14 More follow up.
- 15 No follow up, no leads, need more support.
- 16 Could have found a job but really nothing they could do.
- 17 I want to hear from my ILS in employment more often.
- 18 I felt they should have provided more information on available positions. I was dissatisfied with the quality of the positions offered.
- 19 Somewhat satisfied, said the CIL has helped but he still doesn't have a job.
- 20 Did not meet expectations. I was already doing what they were having me do.
- 21 Not enough hours and pay wasn't to good
- 22 I started the process with a worker who left the agency before I received what I needed. She referred me to another worker. I left multiple messages with him, but he never called me back. I left messages on the voicemail for the main number, but again there were no return calls from your agency.
- 23 Dissatisfied because the training I went through did not lead to employment. I sought training through MERS and Vocational Rehabilitation.
- 24 because I am working through VR and was not happy because I felt they took to long in assisting me.
- 25 Specialist only called a few times and things did not pan out. Came to office and completed applications and did interview.
- 26 A little more attention to people who were left hanging during a transition - keep us more informed.
- 27 I was being informed that I cannot do stuff on my own, thereby discouraging me from being independent. They could have given more encouragement.
- 28 That he hasn't found a job, Weird because worked with one worker who had an attitude. Also worked with second. They were disrespectful. They were mean to me. I didn't like it. VR counselor also dropped my case
- 29 More follow-through when dealing with an unusual situation and needs
- 30 I had advisement about employment and college. Again it was something new and I was uncomfortable.

Annual IL Outcomes Survey FY11

Did you gain knowledge, skill and/or independence from this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service?

Answer Options	Response Percent	Response Count
Yes	83.2%	144
No	16.8%	29
<i>answered question</i>		173
<i>skipped question</i>		3647

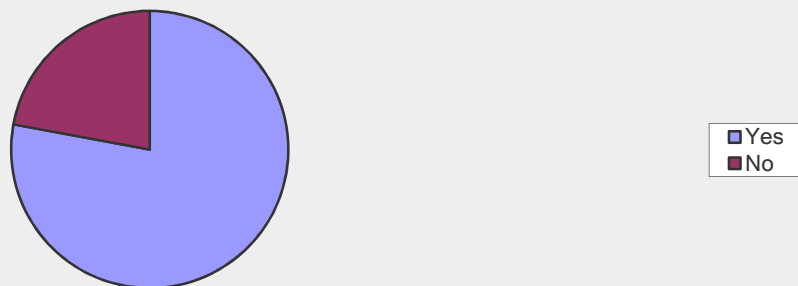
Did you gain knowledge, skill and/or independence from this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service?



Did this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	77.9%	134
No	22.1%	38
<i>answered question</i>		172
<i>skipped question</i>		3648

Did this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service make a positive change in your life?



Annual IL Outcomes Survey FY11

If Yes, what change did this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service make?

answered question

118

skipped question

3702

Response

- 1 He learned how to make change with money.
- 2 I was given information about employment training
- 3 I learned how to ask questions about getting a job
- 4 She stated that she now knows what services are available to her regarding her disability.
- 5 I am now enrolled in school.
- 6 CIL is being very helpful in helping the customer obtain her GED
- 7 It made me realize my life would be better if I was employed.
- 8 It helped me improve my life as I look for work.
- 9 Gave leads and referrals on jobs.
- 10 I've learned how to write resumes and I have talked with the TBI Coordinator a lot about jobs. I am looking in to volunteering somewhere first.
- 11 Attended job club, sign language interpreter school.
- 12 Helped me with resume writing.
- 13 Assisted with leads on jobs but not able to work right now.
- 14 Helped find leads on employment.
- 15 Helped get leads on jobs.
- 16 Lots of good ideas in those guys.
- 17 Helped him find part time work. Still working to get full time.
- 18 It is helping me to find the right job.
- 19 CIL has been very helpful but things are moving too slow.
- 20 When I thought about going back to work, it helped a lot to have someone to guide me. But then I fell and injured myself more.
- 21 You helped me with volunteer options. It makes me feel like I can still contribute.
- 22 Helping me figure out if I am ready to go back to work.
- 23 I can use these skills for getting work when I get better.
- 24 I am thinking about going back to school.
- 25 Got job on his own with the IRS but worked with employment services at the CIL.
- 26 I am figuring out when I will be ready to go back to work. After my TBI, it is hard to know what is right and when to do it.
- 27 I am still looking for employment, but you gave me great resources!
- 28 The CIL helped me stay encouraged to find a job. Going to be a Senior Companion starting Monday.
- 29 Try to depend on myself.
- 30 Good referrals, interviews even.
- 31 They contact me and talk about me trying to get a job. I am still trying to get one. I am happy with their service.
- 32 Assisting her with job leads currently.
- 33 Giving her job leads.
- 34 Did work evaluation on her abilities to work along with job listings and leads.
- 35 Worked with employment department for job advice, still in progress.
- 36 Motivation.
- 37 That I can actually write a resume' that I didn't know I could write.
- 38 I learned how to fill out a job application and how to search for jobs

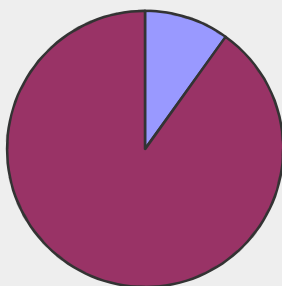
- 39 Helped me get my resume.
- 40 It made me feel more feel worthwhile.
- 41 It gave him options and hope.
- 42 I received help updating my resume', which gave me the confidence to pursue work opportunities.
- 43 Completing the training courses helped me to feel that "I still got it". Helped to create a more positive outlook about my future.
- 44 If it wasn't for her I don't know where I'd be, she helps me maintain my your job at Deirbergs, she is awesome and helpful.
- 45 It helped you with learning different tests
- 46 Help me become a better person, have respect for my boss.
- 47 Helped me with interviewing and knowledge
- 48 I was able to look for a job, budget, and move.
- 49 They showed me how to apply online.
- 50 Attitude from other people and awareness helps a lot
- 51 Helped to improve my quality of living
- 52 I received employment service. It is excellent. I gained knowledge. The staff are excellent. It makes me feel it is a blessing.
- 53 It's very good for her self esteem.
- 54 Learned how to use a computer, and do math
- 55 I got a job near home with the CIL's assistance. I am very happy with it.
- 56 Still Struggling on finding employment. Resources were helpful.
- 57 I know how to save more on important things, bill, what to pay...save money, actually pay the bill.
- 58 He got an opportunity to volunteer and through working with the youth you learn new things.
- 59 Learning how to prepare a resume and my interviewing skills.
- 60 I belong to the Next Step for Life program. I have had a lot of help learning about employment and what career I would like.
- 61 My caseworker helped me look for part-time employment.
- 62 I was given information about what I needed to get into college. That was helpful.
- 63 I was given information about colleges I can contact.
- 64 My caseworker was very helpful in my getting a job. She walked me through what I needed to do, wear, and say. I wasn't as afraid.
- 65 I was given names of places I could go and apply for jobs. I had guidance as what to do when I applied.

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Did you receive any Home Modification services? These services are related to securing housing or shelter, adaptive housing services (including appropriate accommodations to and modifications of any space used to serve, or occupied by individuals with significant disabilities).

Answer Options	Response Percent	Response Count
Yes	9.9%	342
No	90.1%	3100
<i>answered question</i>		3442
<i>skipped question</i>		378

Did you receive any Home Modification services?

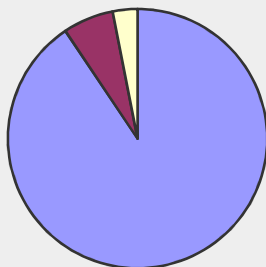


■ Yes
■ No

What was your experience with the HOME MODIFICATION services you received?

Answer Options	Response Percent	Response Count
Satisfied	90.6%	317
Somewhat Satisfied	6.3%	22
Dissatisfied	3.1%	11
<i>answered question</i>		350

What was your experience with the HOME MODIFICATION services you received?



■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

Annual IL Outcomes Survey FY11

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Home Modification service could have been better.

answered question

38

skipped question

3782

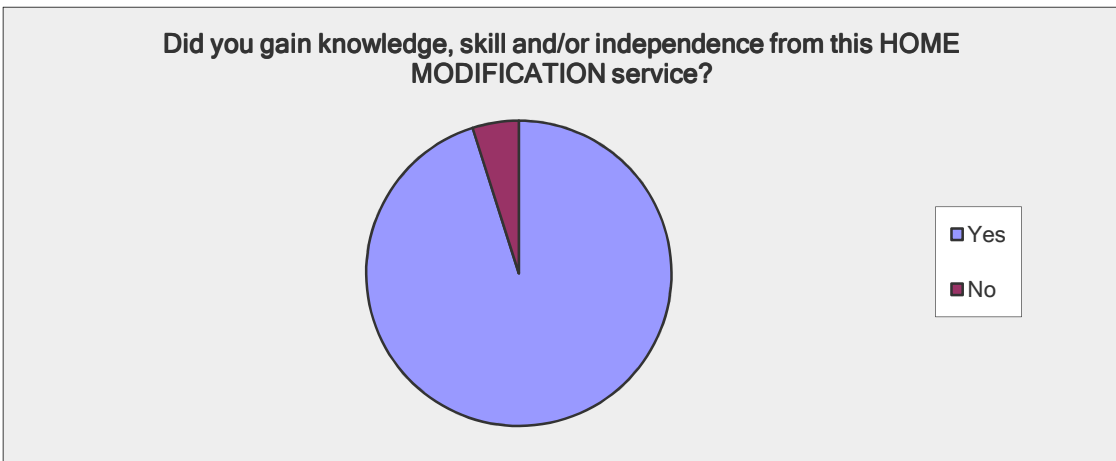
Response

- 1 Has a drop off at end of ramp
- 2 I am still waiting on loan to go through to help make my home better.
- 3 I got ripped off by the guy that build the ramp.
- 4 It is a tight fit
- 5 CIL never completed the ramp after they began installing it.
- 6 Ramp is falling apart
- 7 They couldn't help her because she doesn't own a house.
- 8 The help I needed depended upon cooperation from my landlord. He was unwilling to do his part to help me obtain the modifications I felt that I needed. I wish that the program did not require as much cooperation from the landlord to obtain the help desired.
- 9 There is always more room for improvement, community resources are very limited where I live.
- 10 It didn't work with my shower.
- 11 Handle for bathroom does not work.
- 12 Can't use ramp with scooter because threshold is too high, can use with walker
- 13 Had a ramp that was contracted out- built out of old rotting lumber. Niece fell thru ramp. Ramp was shaky, not sturdy. Bottom did not touch ground, a space was left between bottom of ramp and concrete. Difficult to use.
- 14 Tub rails, wanted something to help pull self into tub. Needed a different type rail, when I called and told them, they wouldn't help and got ignorant with me.
- 15 Very please with CIL services but was not as pleased with contractor that widened her doorways
- 16 The grab bars were not placed in the correct location.
- 17 I am still waiting. I was put in a waiting list, and I have been waiting for 8-9 months.
- 18 Had to have it replaced.
- 19 He needed to get a chair that gets him up and down the stairs. The chair never worked, it had no upper support, and could not be used. Received other home modifications; however, this one could not be used. Home modifications were done by the Regional Center.
- 20 To resolve the problem b/c it has been going on for 2 years now. I have a mold problem due to the poor contractor the CIL chose to redo my bathroom. I am happy with the CIL overall but I can not be without a bathroom for this long and I am disabled. I could not believe they would do this to anyone that is disabled. I know this isn't really he CIL's fault.
- 21 I am on a waiting list to get a ramp. I wish there was more money to build ramps. I know they are doing the best they can, but I can't get out of my house as much as I'd like to.
- 22 I was disappointed because I didn't get the screens for my windows.

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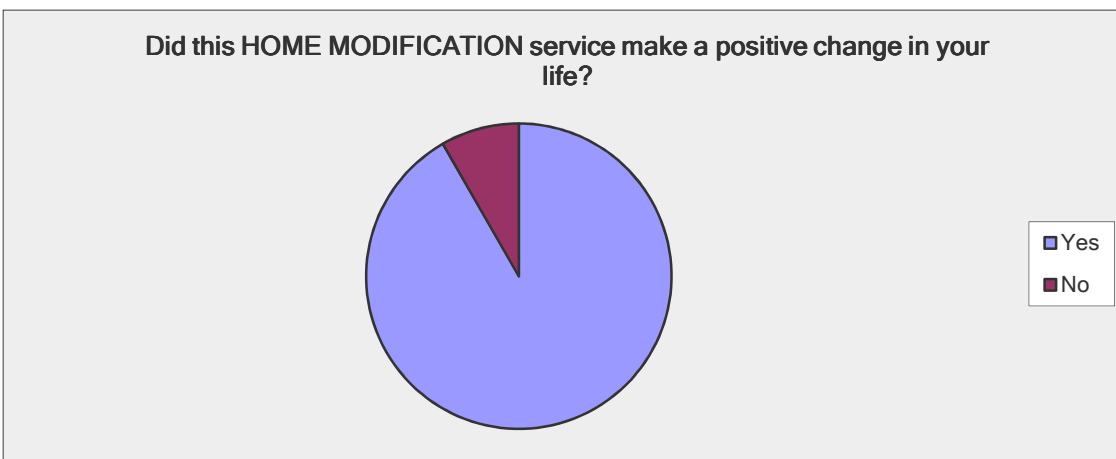
Did you gain knowledge, skill and/or independence from this HOME MODIFICATION service?

Answer Options	Response Percent	Response Count
Yes	95.1%	333
No	4.9%	17
<i>answered question</i>		350
<i>skipped question</i>		3470



Did this HOME MODIFICATION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	91.7%	319
No	8.3%	29
<i>answered question</i>		348
<i>skipped question</i>		3472



Annual IL Outcomes Survey FY11

If Yes, what change did this HOME MODIFICATION service make?

answered question

303

skipped question

3517

Response

- 1 Able to get in and out of the home safely
- 2 I got a ramp and I can safely get in and out of the home by myself using my electric wheelchair
- 3 I am able to get in and out of my bathtub without assistance.
- 4 I can safely and independently get in and out of my home
- 5 I can get outside in my electric chair and I don't have to worry about falling down the steps.
- 6 Air Conditioner made sleeping and breathing easier
- 7 The ramp has made access to the customer's house possible.
- 8 Helped me be safer in my home
- 9 "They made me a hell of a ramp! Yes they did! I'll be all day bragging about that ramp!"
- 10 It helps me to get in and out of my home. With my wheelchair I can get out now that I have a ramp.
- 11 I can get in and out of my home without worrying about falling down again.
- 12 Bathtub modification that is great for me!
- 13 I can now get in and out of my home independently.
- 14 The home modification helped the customer access her bathroom easier.
- 15 I can go out the front door into the sunshine
- 16 The ramp from the trailer really made the customers entrance and exit easier.
- 17 Ramp helps customer get in and out of the house. A few doorways have been widened.
- 18 I can get outside and run around in my chair.
- 19 The ramp has made the customer more independent.
- 20 It has enabled me to go outdoors independently. That was one of my biggest problems.
- 21 Allows him to get in and out of his house on the "down" days when he's stuck in the wheelchair
- 22 I cant hardly climb up the steps but I can get up and down the ramp.
- 23 I can get out now on my scooter.
- 24 The shower you built me makes me feel much safer. Thank you!
- 25 The home modifications that you gave me was exactly the help I needed after my surgery. I am still waiting to hear back about a ramp.
- 26 The home modifications have been perfect! So much of my life has changed since the tornado in May, but everything your do has been so helpful and nice.
- 27 I am very happy with the work that was done on my bathroom. It is great! Thank you!
- 28 it gave me my independence back. Now I can come and go as I please. I can stick the key into my door.
- 29 Bathroom modified in my home really helps me!
- 30 Everything you have done to my house makes my home safe for me. Thank you!
- 31 I haven't been able to walk in over a year so my new ramp is a true blessing! Thank you!
- 32 I can get in and out of my home now.
- 33 I was injured in the tornado. TILC provided me with a temporary ramp that has been so helpful!
- 34 I really appreciate the door that you guys got me after the tornado. My home was damaged and it helped so much. You don't know how much I thank you!
- 35 Easier access to my bathroom and keeps me from falling.
- 36 I am able to leave my home
- 37 Assisted her with independence.
- 38 Helped gain independence.

Annual IL Outcomes Survey FY11

If Yes, what change did this HOME MODIFICATION service make?

answered question

303

skipped question

3517

Response

- 39 Able to get out of my house, built a ramp.
- 40 Gave me more access to upstairs of my house
- 41 A good program.
- 42 A ramp into my home - has made things so much better!
- 43 Allows him easier access getting in and out of his home (received ramp)
- 44 It allows me to get out the house at least. I can roll up and down the street and no one has to carry me.
- 45 They got me a lift chair for the bathroom and a shower chair. I returned them when I didn't need them anymore. They were great and helped me when I needed it.
- 46 They put gravel around my house to make me able to get my wheelchair in the back yard. That way I could enjoy being outside in my yard.
- 47 He feels safer getting in and out of the tub.
- 48 She wouldn't be able to get out of bed without it. And the exercise bar helps her be able to motivate.
- 49 I have bad knees and couldn't get up and down the stairs. It has made a big difference in my life.
- 50 Before they had the ramp, they were not able to leave their home.
- 51 Saves me money. No insulation at all in attic. Fixed attic and windows.
- 52 Weatherization. Made the house much warmer.
- 53 Bathroom rails. Helps me get a better shower.
- 54 Helped me with my porch lift so that I can get in and out. My porch lift had stopped working.
- 55 I can get in and out of my home now. I love my deck and ramp!
- 56 I had a ramp installed. I had steps before. I am a Diabetic and had to have foot surgery. The ramp lets me come and go as I please without having to wait for someone to help me up and down.
- 57 Hand rail for the tub lets me take a shower without having to wait for someone else to help me.
- 58 Door widening allowed more mobility in home
- 59 Helped me to remain in my home.
- 60 "I can use a phone."
- 61 I can get into my bathtub.
- 62 Bathroom much easier to use
- 63 I received grab bars and they are a great help in the bathroom. If I did not have them, I would fall.
- 64 It has made it easier to get in and out of the house.
- 65 A ramp is being built onto my house in three day. I will be able to get in and out of my house without any help. I am also on a list to get a new kitchen floor.
- 66 I am on a list for a ramp for my home.
- 67 I am so fortunate and grateful to have a ramp on my house. I can get in and out on my own and I don't worry about falling.
- 68 I have paperwork to get a ramp built. Right now there isn't money available.
- 69 My home needed some repairs. The Center helped me.

Annual IL Outcomes Survey FY11

Did you receive any HOUSING REFERRAL OR ASSISTANCE services? These services are related to receiving information on the availability of housing and completing documentation to secure housing (lease, credit verification, etc.)

Answer Options	Response Percent	Response Count
Yes	4.9%	168
No	95.1%	3273
<i>answered question</i>		3441
<i>skipped question</i>		379

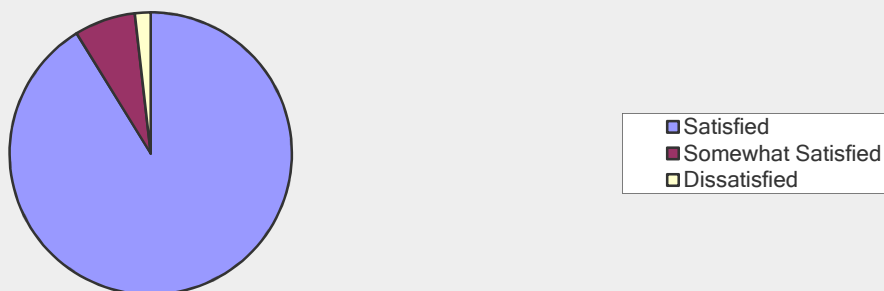
Did you receive any HOUSING REFERRAL OR ASSISTANCE services? These services are related to receiving information on the availability of housing and completing documentation to secure housing (lease, credit verification, etc.)



What was your experience with the HOUSING REFERRAL OR ASSISTANCE services you received?

Answer Options	Response Percent	Response Count
Satisfied	91.2%	156
Somewhat Satisfied	7.0%	12
Dissatisfied	1.8%	3
<i>answered question</i>		171

What was your experience with the HOUSING REFERRAL OR ASSISTANCE services you received?



Annual IL Outcomes Survey FY11

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Housing Referral or Assistance service could have been better.

answered question

22

skipped question

3798

Response

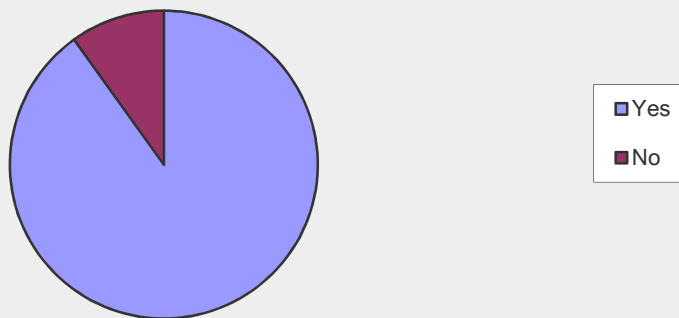
- 1 I was frustrated at the lack of housing available to me with my disability
- 2 Housing not very accessible for him.
- 3 A lady called about housing but it was way south and he doesn't want to live down south.
- 4 Haven't been able to qualify for an apartment.
- 5 The gave her a listing of apartments.
- 6 Services consisted primarily of providing information from SocialServ.com. The information did not provide me with any viable leads for housing. The apartments I was interested in were too much for my income.
- 7 More up to date housing list.
- 8 I didn't really find what I was looking for.
- 9 Found an apartment
- 10 Very satisfied with CIL for trying to help me find a decent place to live. Due to owing back child support, I am classified as a Felon and am not allowed to live in some places.
- 11 Has received information but is waiting to read .
- 12 I am in a waiting list for home modification.
- 13 The information is useful for me. It has a lot of different information.
- 14 If I could've gotten a hs. I couldn't get service.
- 15 They did not really help me find a place to live.
- 16 I was mailed this information but it didn't help me
- 17 Better if I accepted things better

Annual IL Outcomes Survey FY11

Did you gain knowledge, skill and/or independence from this HOUSING REFERRAL OR ASSISTANCE service?

Answer Options	Response Percent	Response Count
Yes	90.1%	154
No	9.9%	17
<i>answered question</i>		171
<i>skipped question</i>		3649

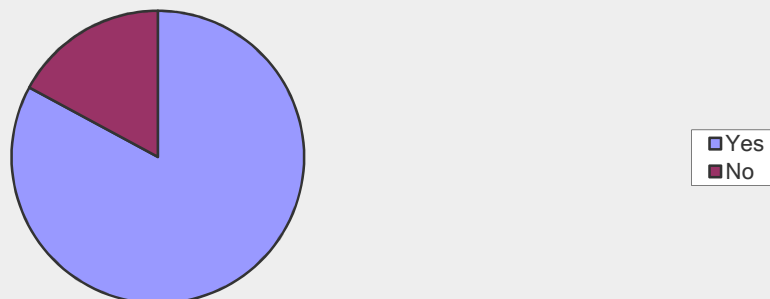
Did you gain knowledge, skill and/or independence from this HOUSING REFERRAL OR ASSISTANCE service?



Did this HOUSING REFERRAL OR ASSISTANCE service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	82.9%	141
No	17.1%	29
<i>answered question</i>		170
<i>skipped question</i>		3650

Did this HOUSING REFERRAL OR ASSISTANCE service make a positive change in your life?



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If Yes, what change did this HOUSING REFERRAL OR ASSISTANCE service make?

answered question

122

skipped question

3698

Response

- 1 I haven't been homeless in 10 years.
- 2 It gave me more choices and knowledge of resources.
- 3 I am currently on the waiting list for housing assistance in my area..hope to be able to move soon
- 4 My worker just gave me all kinds of helpful information and I am very happy.
- 5 You helped me get in to the temporary housing with FEMA and you have given me some information on possible housing that might be available soon.
- 6 It let me learn about housing available in my area and how it works.
- 7 You helped me find my apartment and got it all set up.
- 8 After I lost my apartment in the tornado, the CIL got me information about how to apply for housing and everything. I was lucky though and I had insurance. They got me a new apartment. You guys moved everything that I had left for me and helped me set up the new apartment.
- 9 Gave resources for housing options.
- 10 Helped me find a good home and then helped me make it more accessible.
- 11 Was not eligible with felony record
- 12 I am working on finding a new apartment because mine has increased the rent. You have helped me find options that are available.
- 13 I get to be more independent
- 14 I was able to look for a place that I could afford
- 15 Was able to move into a new house
- 16 I was able to leave the Nursing Home.
- 17 It was great because you helped me find a new, safe place to live.
- 18 Got her out of nursing home and on her own again.
- 19 Assisted me in finding affordable housing.
- 20 I'd still be in the ghettos without the CIL
- 21 I was able to locate phone numbers in the area I am thinking of moving to.
- 22 Helped me to be more aware of my surroundings. Helped me to see the roadblocks I will need to overcome to get where I want to go.
- 23 Was able to find a one level building here I was able to move around more, and don't have to use stairs where I'm not in a falling risk ,
- 24 I can stay in my home now
- 25 Wants to get a job and find an independent living situation.
- 26 Moving into the apartment helped with bills and the costs of living.
- 27 I can pick my own hours. I can get up when I want to. I know all my neighbors. Its awesome to me.
- 28 I found a new place to live.
- 29 Not homeless anymore.
- 30 Helped me find a home after the tornado. I appreciate that so much. I lost everything in the tornado and I didn't know what I was going to do.
- 31 Helped with information on referrals for my roof.
- 32 A neighbor blew up the apartments and the CIL helped me a lot.
- 33 Weatherization was extremely helpful
- 34 It made it possible to live in my home.
- 35 Was living in a motel room, now I have an apartment

Annual IL Outcomes Survey FY11

If Yes, what change did this HOUSING REFERRAL OR ASSISTANCE service make?

answered question

122

skipped question

3698

Response

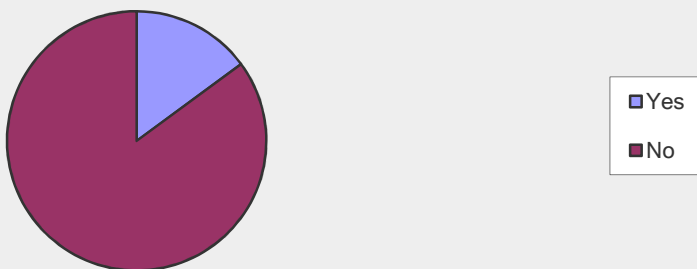
- 36 I was thankful for the resources.
- 37 The information is useful.
- 38 Yes, I moved into housing from a shelter.
- 39 Gives me a lead on where to start looking for income based housing
- 40 It showed me that there's things that I could do on my own and showed me that I could get out and do things for myself.
- 41 My place is bigger and is in a better area of St. Louis.
- 42 My caseworker helped me look for an apartment that would fit my budget.
- 43 I had help applying for HUD. I'm on it now.
- 44 My caseworker helped me find an apartment. I was so glad to have the help. She worked very hard to find what I needed.
- 45 I had help moving from a nursing home to an apartment. I have more independence.
- 46 I had to move because of my disability. I have COPD. The Center came to my home, packed up my belongings and helped me move to my new home. I don't know what I would have done without them.

Annual IL Outcomes Survey FY11

Did you receive any INDEPENDENT LIVING SKILLS TRAINING services? These may include instruction to develop independent living skills in areas such as personal care, coping, financial management, social skills, and household management. This may also include education and training necessary for living in the community and participating in community activities.

Answer Options	Response Percent	Response Count
Yes	14.9%	514
No	85.1%	2927
<i>answered question</i>		3441
<i>skipped question</i>		379

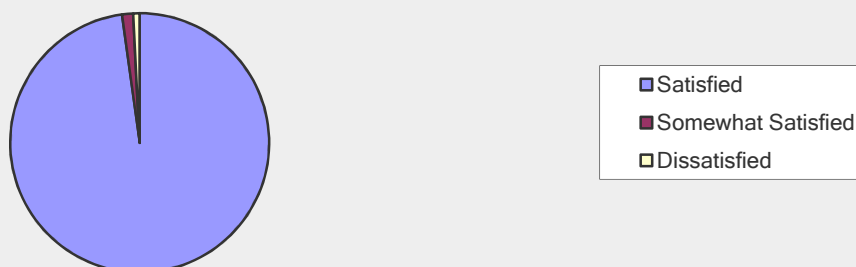
Did you receive any INDEPENDENT LIVING SKILLS TRAINING services?



What was your experience with the INDEPENDENT LIVING SKILLS TRAINING services you received?

Answer Options	Response Percent	Response Count
Satisfied	97.9%	506
Somewhat Satisfied	1.4%	7
Dissatisfied	0.8%	4
<i>answered question</i>		517

What was your experience with the INDEPENDENT LIVING SKILLS TRAINING services you received?



Annual IL Outcomes Survey FY11

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Independent Living Skills Training service could have been better.

answered question

32

skipped question

3788

Response

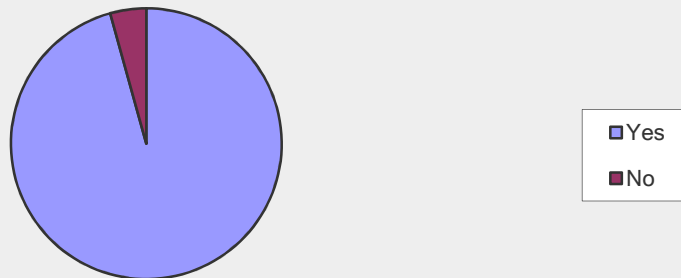
- 1 More hours- she didn't point on the DHSS assessment.
- 2 If I had more independence than what I currently have.
- 3 I learned a lot about money.
- 4 They were supposed to come out and do a cooking instruction. They cancelled it and never rescheduled.
- 5 everything
- 6 International Institute and the CIL need to work together to help disabled immigrants. The CIL should be more familiar with immigrant situation and where to go for resource for immigrants, other than to International Institute.
- 7 I need more help with finance and budgeting education.
- 8 I took art classes to draw.

Annual IL Outcomes Survey FY11

Did you gain knowledge, skill and/or independence from this INDEPENDENT LIVING SKILLS TRAINING service?

Answer Options	Response Percent	Response Count
Yes	95.7%	495
No	4.3%	22
<i>answered question</i>		517
<i>skipped question</i>		3303

Did you gain knowledge, skill and/or independence from this INDEPENDENT LIVING SKILLS TRAINING service?



Did this INDEPENDENT LIVING SKILLS TRAINING service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	94.7%	486
No	5.3%	27
<i>answered question</i>		513
<i>skipped question</i>		3307

Did this INDEPENDENT LIVING SKILLS TRAINING service make a positive change in your life?



Annual IL Outcomes Survey FY11

If Yes, what change did this INDEPENDENT LIVING SKILLS TRAINING service make?

answered question

404

skipped question

3416

Response

- 1 The knowledge she is gaining through the youth group is helping her with independent living skills.
- 2 I am now working 2 jobs and am able to maintain both of them with no problems.
- 3 She states that she learned a skill that has helped her with her personal care.
- 4 Learn how to fish, shoot a pellet gun, archery, cook and play bingo
- 5 I am going to start learning how to cook this later this month using a crock pot. I don't know how to cook other than microwave cooking
- 6 The consumer states that he was able to receive a skill that helped him to find employment.
- 7 I learned how to use a reacher and a sock aid
- 8 I was able to get my drivers license through the driving program and can now drive to a job.
- 9 The CIL helped me get my drivers permit and I'm still working on getting my drivers license
- 10 Helped me learn to use a TAP phone
- 11 I learned how to fill out an application and inquire about a job
- 12 I learned how to budget my money better and to set money aside to get things I want and to wait for them. Not to use payday loans
- 13 He states that he has learned social skills.
- 14 I am able to do some things on my own without depending on others.
- 15 I learned how to make better decisions and can stay in my home.
- 16 Blind. Put rubber band on shampoo and not the conditioner, making life easier with little tips to make it easier to find things around his home.
- 17 It gave me hope that I will find something soon.
- 18 The customer goes to weekly living skills training.
- 19 Helped me learn how to stand up for myself.
- 20 The kitchen group has been great.
- 21 Cooks in the Kitchen helped the customer learn some recipes.
- 22 I have done a lot of stuff with my coordinator. I think the budgeting one helped me the most. I can plan for how I will use my money better so it lasts the whole month.
- 23 Cooks in the Kitchen helped the customer learn how to cook a variety of food, substitute for healthier choices.
- 24 Helped him learn how to manage money on his own.
- 25 The customer learned how to read recipes and cook.
- 26 Learned about food safety
- 27 I can make cornbread
- 28 Customer discovered that she can do more cooking than she before thought. And, also that cooking is fun.
- 29 Helped me plan for emergencies and know what I need for when emergencies happen.
- 30 Learned to cook healthy meals
- 31 Helped with learning numbers (math) and computers
- 32 Makes my life easier.
- 33 I can do a lot of things on my own.
- 34 I am learning things I didn't know
- 35 The CIL TBI support group is what has kept me going. I was able to get a computer replaced also and they really know what people with brain injuries feel like.

Annual IL Outcomes Survey FY11

If Yes, what change did this INDEPENDENT LIVING SKILLS TRAINING service make?

answered question

404

skipped question

3416

Response

- 36 Helped me wise up to a few things.
- 37 I went to a one on one training.
- 38 It taught me not to leave towels on the stove, and I am safer in my home now.
- 39 Helped me with budgeting skills.
- 40 Helped me with grief counseling.
- 41 I can actually do math to help me with my budgeting.
- 42 It helps with keeping me independent
- 43 Is helping learn ADL's to become more independent....currently working on learning cooking utensils, measurements, smart shopping, etc.
- 44 I learned to count money
- 45 Gave me a more positive outlook on life. Helped me refine my job skills.
- 46 It gave me a more positive outlook on life and helped me refine my job skills.
- 47 Learned how to talk to people.
- 48 More confidence in myself
- 49 I went to classes on independent living and needs.
- 50 It made me feel better about my independence in my community.
- 51 Learning how to drive
- 52 They contacted the division of the blind and had them come in and help me with a few things.
- 53 The CIL has helped me learn a lot about my head injuries and about myself. They help me plan for things and know how to plan.
- 54 My parents didn't create ways to help me. This has helped me be able to cook for myself. I can do so much more by myself for myself. Every time I do I just feel more proud.
- 55 Able to prepare meals for myself
- 56 I'm better at handling my money.
- 57 I received training on time management.
- 58 I learned how to talk with my doctor more effectively.
- 59 I learned budgeting skills.
- 60 I am working on learning how to use a computer and be able to do it on my own.
- 61 I'm a much better money manager.
- 62 I do a better job of tracking my money now.
- 63 I learned better ways of grooming.
- 64 I have learned to do more things for myself.
- 65 I learned skills to adapt to my disability like personal care and coping skills.
- 66 It made it easier to cope with my mother and father's death. (2 weeks apart) and loss of family pet.
- 67 I have better household management skills now.
- 68 I am able to cope better and am better at financial management.
- 69 I learned some personal care skills.
- 70 Feeling of accomplishment.
- 71 Allowed me to stay in my home by myself.
- 72 She helps me make good goals that I can stick too. My specialist is very helpful and positive.
- 73 Taught me to do things that I didn't think I could do.
- 74 I had some changes in my household because of the skills I learned.

Annual IL Outcomes Survey FY11

If Yes, what change did this INDEPENDENT LIVING SKILLS TRAINING service make?

answered question

404

skipped question

3416

Response

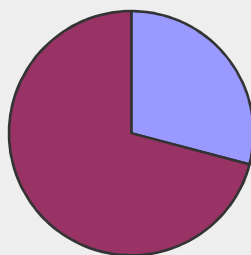
- 75 She is working with me to see what employment program would meet my needs.
- 76 I attended continuing education. It is a really good program. I gained skills and knowledge. Some other programs, they sent me the information.
- 77 Learned a lot of things about driving
- 78 I got a job.
- 79 I set up a budget.
- 80 Helped me with easier ways to do things
- 81 Learned math skills for the community.
- 82 Learned to type
- 83 I learned sign language and how to use public transportation.
- 84 I am able to remain at home.
- 85 Able to stay in my own apartment.
- 86 Able to remain in home.
- 87 I am able to budget accordingly, and if I obtain a job I know exactly how this income will effect the assistance I am now receiving
- 88 Advised on budgeting my money and if I went back to work how to budget if I worked my self off SSA benefits.
- 89 I needed help with personal management. My caseworker helped me to set up a budget. Helped me also with time management.
- 90 My caseworker helped me with personal management and socialization. The help was great.
- 91 I had help with my finances. A budget was set up.
- 92 I was glad to have help with my personal care. I also had help with my social skills.

Annual IL Outcomes Survey FY11

Did you receive any INFORMATION AND REFERRAL services? This service includes any information and/or referral of other agencies, community programs, services, and/or activities. A follow-up contact is necessary for each information and referral provided to the consumer. Examples of this include referrals to healthcare agencies, food banks, transportation providers, recreation, public assistance facilities, and employers.

Answer Options	Response Percent	Response Count
Yes	29.1%	1000
No	70.9%	2435
answered question		3435
skipped question		385

Did you receive any INFORMATION AND REFERRAL services? This service includes any information and/or referral of other agencies, community programs, services, and/or activities.

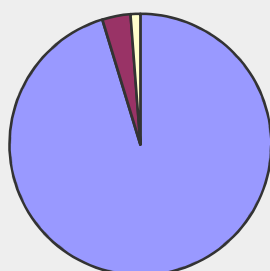


■ Yes ■ No

What was your experience with the INFORMATION AND REFERRAL services you received?

Answer Options	Response Percent	Response Count
Satisfied	95.3%	953
Somewhat Satisfied	3.5%	35
Dissatisfied	1.2%	12
answered question		1000

What was your experience with the INFORMATION AND REFERRAL services you received?



■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

Annual IL Outcomes Survey FY11

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Information and Referral service could have been better.

answered question

97

skipped question

3723

Response

- 1 Need help with utilities
- 2 The information was vague
- 3 He states that he would have liked to received more detailed information.
- 4 I was given resources about deaf-blind, got RSB counselor and was disappointed to know that there isn't really a youth deaf-blind support group. There is but most of the people are much older than me.
- 5 It wasn't really enough of an answer to satisfy me.
- 6 It comes to funding. They get funding for disabled and they pick and choose who they help and how much. The CIL told me to get a job when I have doctors who say I cannot work. I would like to work rather than be disabled. It doesn't seem right that they can't help me.
- 7 The CIL could follow through when you ask or reach out to the other end; reaching out to the referred place.
- 8 The information that I was given didn't help because Medicaid would not pay for what I was asking for.
- 9 Missouri Medicaid did not cover dental for adults.
- 10 Referrals didn't help with employment.
- 11 Haven't used the service yet where I was given the information to access. It is for transportation.
- 12 MOCSA counselor not helpful. Said she couldn't help me.
- 13 I need more one on one for applying for jobs.
- 14 Needed help with medication and could not get it.
- 15 The cuts in programs have made it difficult for some services to offer allot.
- 16 It was a program that I did not qualify for
- 17 They told me how to receive a walker through my doctor but I chose to just purchase one because the one that my insurance wanted to give me was not very well made.
- 18 Gave a little knowledge up front but says he needed a little assistance with a few more things and follow up.
- 19 ILS was sent but could not help the consumer with a heater request because they already had two heaters in the home.
- 20 I was not given correct information. I was told that I could receive help with the first and last month's rent if I were to pick an apartment. Because of my income, I was informed that the only restriction was that the apartment had to be under \$600. I was not informed of any restriction on the location of the apartment. I spent time completing a lot of paperwork to apply for this help. When I located an apartment in High Ridge, I was told that I did not qualify for help as the apartment had to be in St. Louis City. I feel that I was given incorrect information that wasted my time.
- 21 Resources need to be more up-to-date.
- 22 Need to do more and not just talk about it.
- 23 Couldn't get help I needed.
- 24 Can't seem to get on the van. Always full. Need more vans.
- 25 Couldn't find what I needed.
- 26 I need help other thing too right
- 27 I wanted a talking scale as I am blind. Unable to get one.
- 28 The service that I was referred to did not pay for what I was needing
- 29 They tried to help, but couldn't.
- 30 Could not get the help I needed.

Annual IL Outcomes Survey FY11

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Information and Referral service could have been better.	
<i>answered question</i>	97
<i>skipped question</i>	3723
Response	

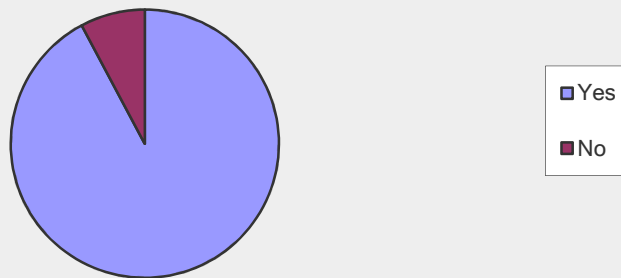
- | | |
|----|--|
| 31 | She states that the best is being done for her |
| 32 | She states that she is still waiting. |
| 33 | The services provided was not feasible for her. She wanted to use the accessible van but had no way to get here to get it. |
| 34 | I hoped I could get more help. I hope the CIL can give more information on community housing transition. |
| 35 | More versed on things for blindness |
| 36 | I don't know |

Annual IL Outcomes Survey FY11

Did you gain knowledge, skill and/or independence from this INFORMATION AND REFERRAL service?

Answer Options	Response Percent	Response Count
Yes	92.2%	922
No	7.8%	78
<i>answered question</i>		1000
<i>skipped question</i>		2820

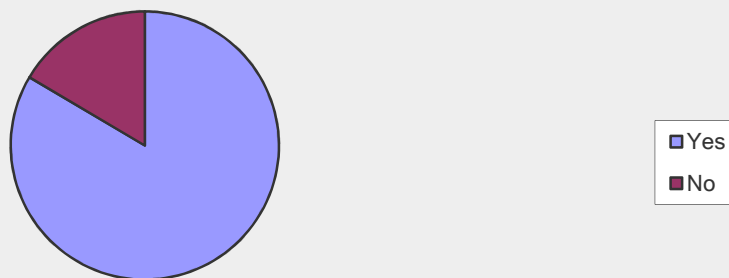
Did you gain knowledge, skill and/or independence from this INFORMATION AND REFERRAL service?



Did this INFORMATION AND REFERRAL service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	83.5%	834
No	16.5%	165
<i>answered question</i>		999
<i>skipped question</i>		2821

Did this INFORMATION AND REFERRAL service make a positive change in your life?



Annual IL Outcomes Survey FY11

If Yes, what change did this INFORMATION AND REFERRAL service make?

answered question

724

skipped question

3096

Response

- 1 Helped with fuel assistance for home.
- 2 Gave me some really good ideas
- 3 He states that he was able to gain information about his disability and resources in his community.
- 4 He states he learned about local resources available to him in his community.
- 5 I now come to cooking class and enjoy being with other people
- 6 The consumer states that the information he received was very resourceful and helped him to have more knowledge about his disability.
- 7 I know where to go get help for clothes for job interviews
- 8 I learned about different community programs
- 9 I learned about different services in the center and in the community
- 10 I learned about different resources in my community
- 11 It help me know about rescue animals and volunteer possibilities.
- 12 I now know how to get transportation if family can't take me
- 13 Learned about more places to get furniture
- 14 My taxes were completed for me and I received a refund.
- 15 I love to read the monthly newsletters and find the information very beneficial.
- 16 I needed information on my health issues.
- 17 I gained knowledge I was needing to stay independent. I definitely needed to know the information.
- 18 It was a great help. I was needing to go for a flu shot and my ILS helped me find a location.
- 19 Learned where to go walk and was helped to find some thrift stores.
- 20 I always get something useful out of the newsletters!
- 21 Offered additional resources she wasn't aware of.
- 22 It helped me out with dental. I went to the University to get my teeth taken care of.
- 23 It helped me get the services I need.
- 24 The information told me about OATS and I didn't know about it. I can always call OATS transportation and get a ride.
- 25 The information given me helped me understand my disability better since recently having been diagnosed with MS.
- 26 It helped with my teeth. The information, which made my blood work go back to normal when I got the infection in my teeth fixed.
- 27 A referral to a Health Care provider was given to her for a hospital bed.
- 28 I know or can find out who to call for several different needs as they come up.
- 29 I was not able to cook for myself before, and now I can eat an actual meal.
- 30 It might make it possible for me to get back into the workplace.
- 31 Helped receive information on heating assistance
- 32 I didn't have dentures for two years. They referred me to an agency that helped me get them. Then they helped me get glasses.
- 33 The CIL made my referral to a medical supplier and I now have my power wheelchair.
- 34 The CIL helped me make contact with a medical supplier and I received my diabetic shoes really fast.
- 35 I was able to get things I needed with the information that I received
- 36 Gave me the information to call to get a wheelchair tray.

Annual IL Outcomes Survey FY11

If Yes, what change did this INFORMATION AND REFERRAL service make?

answered question

724

skipped question

3096

Response

- 37 Wanted transfer bench and magnifier but over income level. Received information for source to obtain privately.
- 38 I was able to get the equipment that I required after my surgery by the referral that was made.
- 39 I was able to get the type of wheelchair that was needed
- 40 They gave us information on Autism activities. We use them from time to time.
- 41 Helped me obtain clothing.
- 42 Received information for dental care that was very much needed.
- 43 It assisted in gaining employment.
- 44 Allowed him to obtain information about local services.
- 45 They got us involved with the STARS programs and with the hospital about programs for kids with disabilities.

- 46 They told me about a program that could assist me with getting meals on wheels
- 47 I was referred to a company that could assist with me with getting a lift chair as I have trouble getting up and down.
- 48 I received housing information which has put me in touch with many different low income apartments.
- 49 helped with trying to find another, more suitable residence
- 50 Referral to MERS Goodwill for services for assistance with child development. She was able to obtain information she needed.
- 51 Gave me info on services I was not aware of that benefited not only me but my family.
- 52 I found that I could call other agencies instead of waiting for just one.
- 53 I am getting meals on wheels.
- 54 I get great information out of the newsletter.
- 55 I was referred to the Lion's Club for glasses. I received my glasses and I was very happy with them.
- 56 Helped me find a place to get hospice care.
- 57 I appreciate all the information and resources that you provide for me. I get a lot out of the newsletters too.

- 58 It helped me get some equipment that I needed.
- 59 Helped with getting me a hospital bed so that I can stay in my own home.
- 60 I have received helpful information to help me get back in school.
- 61 I received help with finding heating assistance when I needed it and was able to stay warm.
- 62 I get food now through the Angel Food Network.
- 63 I found a food pantry to help with groceries.
- 64 I gained information that was very helpful on transportation providers
- 65 It helped me find a provider for a motorized chair.
- 66 You helped me find resources and connect me with agencies that could help my family after the tornado. It has made a big difference.
- 67 Helped to get equipment I needed
- 68 I was referred for a hospital bed and it helped me with my back.
- 69 Help me get a hospital bed that I needed badly.
- 70 Helped me with Taxes.
- 71 I knew where to go to get a steering wheel knob for my new car so I could drive it.
- 72 Helped me with other services I needed.

Annual IL Outcomes Survey FY11

If Yes, what change did this INFORMATION AND REFERRAL service make?

answered question

724

skipped question

3096

Response

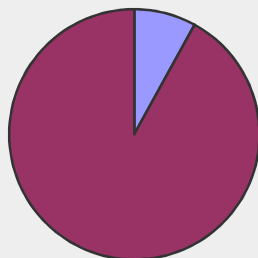
- 73 Received education service and transportation service. Feel joyful. Can make friends. Really enjoy it. Also received some resource packages and some information about other services by mails. Information is useful.
- 74 Helped her not worry about her safety, the help in developing a safety plan relieved some of her anxiety
- 75 Gave him the number to get transportation and helped him out.
- 76 It helped me get food when I needed it.
- 77 They gave me information that I was not previously aware of.
- 78 Helped me get my glasses and to see better.
- 79 Information on hand grips and talking boards.
- 80 I was referred to a pain clinic and it helped me stop using narcotics.
- 81 they told me about event for deaf people, where to go for doctors appointment
- 82 It was helpful to learn what to do in my home in case of emergency
- 83 Referred to health department to inquire about designated emergency shelters.
- 84 I did not know I was eligible for a tax credit, which gave me more income.
- 85 Received information on where to apply for mo Healthnet, and SSA benefits.
- 86 I was able to contact rehab services for the blind and had a home evaluation.
- 87 I have names of food pantries, transportation providers, doctors, and other services. I feel good knowing there is help when I need it.
- 88 I was given information about where I could get a telephone.
- 89 I have information about services in my area that I can contact if I need help.
- 90 Have a paper that has agencies I can call if I need help.
- 91 I received a list of transportation providers, food banks, and other services available.
- 92 Have a list of food pantries, healthcare providers , and transportation information.
- 93 I have a list for services and agencies I can call. Food banks, transportation, and healthcare.
- 94 I have a folder that has names, addresses, and phone numbers of different agencies I can call if I need help. It has really helped me allot.
- 95 I don't worry as much about having food, having a ride to the doctor, or having help in my home. I have used the list of agencies the Center gave me many times.
- 96 I have a list that has different organizations that provide services to the disabled.
- 97 I feel more confident talking on the telephone now. and I can hear so much better. I knew nothing about the TAP program until I contacted the agency.

Annual IL Outcomes Survey FY11

Did you receive any PEER SUPPORT services? Counseling, teaching, information sharing, and similar kinds of contact provided to consumers by other people with disabilities.

Answer Options	Response Percent	Response Count
Yes	8.0%	273
No	92.0%	3159
<i>answered question</i>		3432
<i>skipped question</i>		388

Did you receive any PEER SUPPORT services? Counseling, teaching, information sharing, and similar kinds of contact provided to consumers by other people with disabilities.

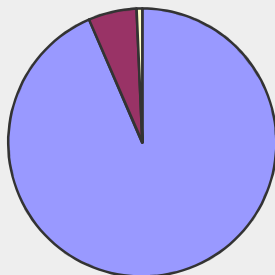


■ Yes
■ No

What was your experience with the PEER SUPPORT services you received?

Answer Options	Response Percent	Response Count
Satisfied	93.5%	257
Somewhat Satisfied	5.8%	16
Dissatisfied	0.7%	2
<i>answered question</i>		275

What was your experience with the PEER SUPPORT services you received?



■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

Annual IL Outcomes Survey FY11

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Peer Support service could have been better.

answered question

23

skipped question

3797

Response

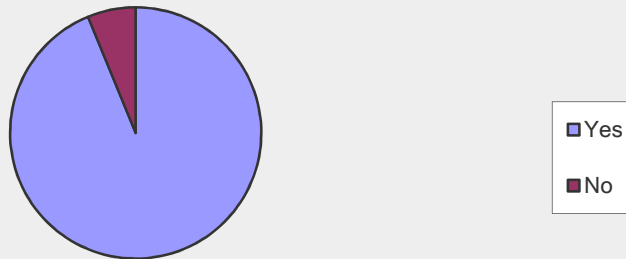
- 1 I was on Peer to Peer Program and my match did not call me on a regular basis just every couple of months.
- 2 Just wish there was a youth deaf-blind support group.
- 3 The women's group were hard to get into. The customer didn't specify why.
- 4 Was kicked out
- 5 Peer does not have up-to-date information.
- 6 We are all on the same level of Disability.
- 7 Sometimes have things I cannot do because of facilities at the event.
- 8 I heard about it.
- 9 I just decided it wasn't for me
- 10 Consumer reported the Support services was not long enough
- 11 "Did not like speaking with a bunch of people that seem more depressed then me. It was more of a downer than a help."
- 12 Someone that understands and was willing to help me "fit in" my community
- 13 I wish there were more activities for recreation. I feel so much better when I can visit with people that have the same disability.

Annual IL Outcomes Survey FY11

Did you gain knowledge, skill and/or independence from this PEER SUPPORT service?

Answer Options	Response Percent	Response Count
Yes	93.8%	258
No	6.2%	17
<i>answered question</i>		275
<i>skipped question</i>		3545

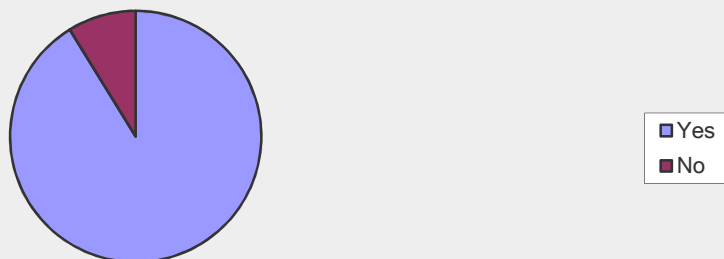
Did you gain knowledge, skill and/or independence from this PEER SUPPORT service?



Did this PEER SUPPORT service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	91.2%	250
No	8.8%	24
<i>answered question</i>		274
<i>skipped question</i>		3546

Did this PEER SUPPORT service make a positive change in your life?



Annual IL Outcomes Survey FY11

If Yes, what change did this PEER SUPPORT service make?

answered question

207

skipped question

3613

Response

- 1 Socialization opportunities.
- 2 Its nice spending time with other people and having fun
- 3 I love attending the social events! I don't get out of the house very much and the events give me a chance to interact with other people who are disabled.
- 4 Improved my communication skills with others
- 5 When I am feeling down I call my match and we talk about our lives.
- 6 I love the social things at the center
- 7 The person helping me from the center has been homeless and had no job-so she makes me feel better about asking for help
- 8 I am talking to another person who has the same problems I do and it helps to hear from her
- 9 I have a friend with the same type of disability to talk to now
- 10 When I did talk to her I learned ways that she had of coping. That was helpful.
- 11 It showed me that there are others out there with disabilities who are "out there" with their own lives.
- 12 It helped me to not set around thinking poor old me and that there are people a lot worse off.
- 13 I became more social
- 14 The head injury group has been very helpful
- 15 The cooking group, women's group, and meet and greet are fantastic.
- 16 Nice to have someone assist you.
- 17 The women's group is fantastic for the customer.
- 18 The peer group he was in was good for him to get together with people of similar circumstances.
- 19 I have something fun to look forward to.
- 20 Helped with diagnoses, information, helped feel "worthwhile"
- 21 I really like the women's support group. I enjoy seeing the ladies and getting out of the house.
- 22 Helped him to understand that people really do care about the situation that he was going through.
- 23 I was able to share and it made me feel wonderful to get to visit.
- 24 The group helped the customer with self confidence.
- 25 Support is always helpful. It helps in making decisions and changes in your own life.
- 26 The counselor helps the customer. She is very good at what she does.
- 27 The wii group is helpful for socialization.
- 28 The women's and blind and vision impaired groups are excellent.
- 29 The support group helps the customer with experiencing a healing atmosphere.
- 30 Rehab group every Thursday. It helps a lot.
- 31 Helped through grief and knows if she needs help or someone to talk her ILS is great.
- 32 It gives you an idea that others may be worse off than you are. It gives you perspective.
- 33 The TBI group is really nice and so are all the events you guys have like the barbecue. I really like knowing that I can be involved. I get a lot out of both.
- 34 The Wii game night helped with social skills, and it was fun, besides.
- 35 Helps me deal with difficult issues in my life.
- 36 Assisted with self esteem, sense of belonging.
- 37 Did the wii games night, got to socialize with other kids.
- 38 The group has helped the customer gain many skills for independent living.

Annual IL Outcomes Survey FY11

If Yes, what change did this PEER SUPPORT service make?

answered question

207

skipped question

3613

Response

- 39 Customer is involved with a women's group. As a person with a disability, she receives a lot of support from the other women.
- 40 Chronic health study group has helped the customer understand more about better diet and lifestyle in the presence of chronic health problems.
- 41 More or less, it is good to be surrounded with people who have a positive attitude. Also, the group discusses things like pain management.
- 42 The peer support helps the customer make connections with pertinent services and make decisions about those services.
- 43 I got to talk to other people.
- 44 I needed advice on how to handle someone who was stealing from me.
- 45 The more people that are involved, it gets better. For me it's very positive.
- 46 "Made me want to live"
- 47 I love to attend everything I can but I find it is hard to come because of transportation.
- 48 They gave me hope.
- 49 It helped me to help others.
- 50 I have a ball at the social events! Every one of you girls (CIL staff) are my angels!
- 51 Staff are very easy to talk to and they listen to your problems and don't judge you.
- 52 Helps with positive reinforcement
- 53 I attend all the social activities I can. They make me feel good.
- 54 I attend the women's group and most of the social activities. I really enjoy them and they make me feel like I belong.
- 55 I know I have people to turn to in the brain injury group. They are my family.
- 56 It let me know what kind of service were out there, how to get around. I get a ride to the meetings, which is very positive. They've been very good to me.
- 57 It gave me someone to talk to that understands my disability.
- 58 They listen to me vent about family doctors etc I always feel better and happier after I talk to them.
- 59 I have someone besides family to talk with.
- 60 Help her when needed someone to talk to.
- 61 It gave me someone besides family to talk to about my disabilities.
- 62 There's a lot of other people with disabilities.
- 63 Helps me find new friends and feel good about my situation.
- 64 Was able to speak to someone going through what I am going through. Great
- 65 The Women's Social Group gives me something to do. I enjoy it!
- 66 I feel like I am not alone.
- 67 The TBI group has helped me so much. They listen to me and I get good ideas. I know I am not alone.
- 68 More out-going.
- 69 It has been a great thing to talk to other parents about it.
- 70 Camaraderie, learning there are other people like me, what women with disabilities go through.
- 71 It helps to talk with others that care for children with special needs.
- 72 I met others who had cardiac rehab or heart issues.
- 73 Sharing information with others.
- 74 Before I was not to happy with myself and now I am.

Annual IL Outcomes Survey FY11

If Yes, what change did this PEER SUPPORT service make?

answered question

207

skipped question

3613

Response

- 75 Help with schools
- 76 The parties are great, I come to every one!
- 77 It helped me get a little more understanding of what is going on and be more comfortable with your situation.
- 78 She helped me to understand her condition and it made me thank my lucky stars.
- 79 Just having someone to speak with and being able to talk about my troubles or loneliness has helped me live a more fulfilling life.
- 80 I was very satisfied with the way it helped.
- 81 It helped to talk to someone in a similar situation.
- 82 Consumer received information on consumer's disability that was helpful to him. Consumer said if he had to score the services he received from 0 to 100 he would give the services a 100.
- 83 This has helped me learn more about my disabilities and has helped me be more stable.
- 84 The TBI group is the only group I have ever found that really helps people like me. So much of what we talk about pertains exactly to me and really helps me understand myself better.
- 85 It helps me to be around people with my problem.
- 86 Offered a feeling of security and someone cared.
- 87 It is nice to have someone to talk to that understands.
- 88 Just need someone to talk to about things. This is very good for me.
- 89 I have the courage to go back to school.
- 90 I feel better about myself
- 91 We worked through problems with depression and finances.
- 92 We talked through some things and I don't feel as down.
- 93 We work out issues with my depression.
- 94 It helped me get through some stuff.
- 95 I'm able to work out problems one at a time.
- 96 It has made me feel better about myself. I can talk about a lot of things.
- 97 It helped with my depression.
- 98 I was able to visit with someone that has like disabilities
- 99 I feel better about some issues.
- 100 Depression is more manageable.
- 101 I am manic depressive. Not so bad anymore.
- 102 I really enjoy the social activities. I enjoy the music.
- 103 I have really enjoyed the parties and the cookout. I LOVE the Christmas party.
- 104 It helps to talk to others like me.
- 105 Felt down and depressed. Thought I was the only person with a handicap or disability. Got laid off work, thought I was the only person that did. Came in contact with other people with disabilities. Felt sorry for them and felt better for myself.
- 106 Hearing the stories from the other people, knowing that it isn't just my problem. Knowing that other people are going through things makes me not feel sorry for myself.
- 107 It helped me cope with the disability and improved my outlook.
- 108 Learn how others do things.
- 109 Provided me with ability to make new friends

Annual IL Outcomes Survey FY11

If Yes, what change did this PEER SUPPORT service make?

answered question

207

skipped question

3613

Response

- 110 There was a lot of new stuff that we talked about that I didn't know about different resources and programs at the CIL which I thought were really innovative.
- 111 Not yet, my behavior is bad so I can't come right now
- 112 I now have friends that I can call
- 113 It just made me more willing to accept situations.
- 114 I like getting out and seeing people.
- 115 I attended women's support group.
- 116 Hearing other people's stories made him want to be more involved
- 117 The feeling of connection and support to go out in the world and do things with my life and knowing it's there.

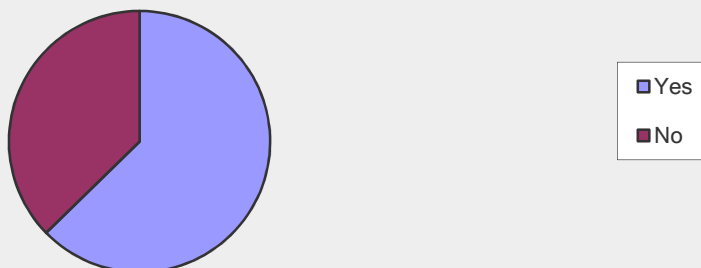
- 118 It helped her meet new people.
- 119 Was nice to talk to someone.
- 120 Just having someone listen and understand what I have been going through.
- 121 Someone to talk with and who would listen
- 122 Being able to discussed my disability and knowing someone else is living with a disability and truly understands
- 123 My caseworker discussed with me my disability and could relate to my situation. She listened to me
- 124 Being able to talk to my caseworker at the CIL. She is so informative and she was nice to me. She listened to me and did not judge me. She understood and shared with me her story as well.
- 125 Discussing my situation with someone who really cares, and was very helpful.
- 126 I am someone with a hearing loss and it is hard for me to talk to anyone because I cant hear them on the phone. I discussed this with the CIL caseworker and she helped me and understood my needs.
- 127 My caseworker talked to me and it was very nice. I was able to share with her and not be judged.
- 128 Losing my eye sight is hard to deal with, I was able to talk to my caseworker and she listened with a caring heart.
- 129 Talking with someone about my disability made me feel good
- 130 Help me fit in community
- 131 To have someone to listen to my concerns
- 132 Having someone to talk with that understands a parents view really helped.
- 133 I attend a social group at the Center and had such a good time, I can hardly wait to go again.
- 134 I go to different activities at the center. I get to meet and talk to others that have the same disability and those that don't have it.

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Did you receive any PERSONAL ASSISTANCE SERVICES (PAS)? These include, but are not limited to, assistance with activities of daily living such as bathing, toileting, meal preparation, transportation for medical appointments and household shopping, housekeeping, and medication setup.

Answer Options	Response Percent	Response Count
Yes	62.7%	2150
No	37.3%	1281
<i>answered question</i>		3431
<i>skipped question</i>		389

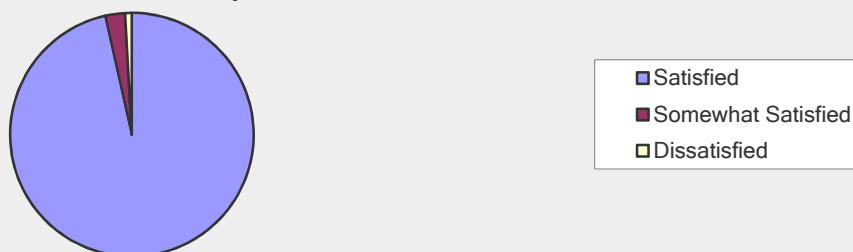
Did you receive any PERSONAL ASSISTANCE SERVICES (PAS)?



What was your experience with the PERSONAL ASSISTANCE SERVICES (PAS) you received?

Answer Options	Response Percent	Response Count
Satisfied	96.4%	2076
Somewhat Satisfied	2.6%	57
Dissatisfied	0.9%	20
<i>answered question</i>		2153

What was your experience with the PERSONAL ASSISTANCE SERVICES (PAS) you received?



Annual IL Outcomes Survey FY11

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Personal Assistance Services (PAS) could have been better.

answered question

158

skipped question

3662

Response

- 1 Give her more hours.
- 2 Hard to find an attendant in my area.
- 3 Appreciated the program but would have liked the CIL to be less stringent on participant mistakes on the timesheets.
- 4 Needed to follow up sooner.
- 5 I wanted food from the food pantry so I could still buy my DVDs but you wouldn't bring me any. That made me mad.
- 6 More choices of people to choose from.
- 7 Hard to say.
- 8 Having trouble finding someone to come on a regular basis.
- 9 Nothing we could have done better.
- 10 Her pca was terminated for stealing.
- 11 PCA doesn't show up.
- 12 I would like nursing services.
- 13 It took me awhile to find someone who worked really well, but now I have found a great attendant!
- 14 I don't always like my attendant. She is preoccupied about her own life.
- 15 The attendant could be better
- 16 More time provided would be good.
- 17 I would like to have more hours.
- 18 Problem with hours and dealing with the State of Missouri.
- 19 An hour or two more a day would be helpful.
- 20 Took a very long time to get an aide.
- 21 More information up front about how it works.
- 22 I am in the process of trying to get another worker.
- 23 It couldn't be any better.
- 24 I wish they would give me more hours. My needs are higher now than before.
- 25 Cannot keep an attendant working
- 26 They have to stop harassing me and stop calling my house every day.
- 27 I had a bad experience with the first girl that was coming to my home she was always loud and complaining about everything.
- 28 Attendant was not what she was wanting
- 29 Wish more thorough background checks on attendant
- 30 Attendant not able to work as much due to another job, doesn't like Nurses to Go, having spenddown problems.
- 31 Attendant pay
- 32 Sometimes the attendant doesn't do a good job.
- 33 If she could get more hours.
- 34 I like being able to do it myself. I am happy with someone helping me.
- 35 Did not like some of the girls that were sent to me.
- 36 It was not their fault I could not meet my spenddown and had to drop my services that I need.
- 37 Was denied for disability.
- 38 My services have not been received yet. been waiting a while for this now

Annual IL Outcomes Survey FY11

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Personal Assistance Services (PAS) could have been better.

answered question

158

skipped question

3662

Response

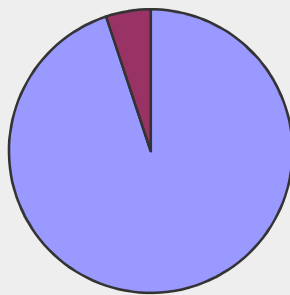
- 39 She could use some more hours with attendant services.
- 40 Keep my house clean
- 41 Telephone systems could use improvement.
- 42 Not sure if his attendant is going to work out.
- 43 Need more hours. There is not enough time to do the jobs I need done.
- 44 Give me a few more hours.
- 45 Because they become your friend and then it is harder to get tasks done. They won't do anything.
- 46 Attitude of counsel who wanted to kick me off as soon as she could.
- 47 Accused me of fraud. Kept messing up on Time Sheet and they accused me of intentionally doing it.
- 48 Cannot get make up hours. If worker is sick on Thursday, she cannot make up her hours on Saturday. Or if I need her more on the weekends instead of Thursday, she cannot do it. WHY?
- 49 Feels she needs more hours so has requested an assessment
- 50 Some of the aids were ok, some of them would not do the services right.
- 51 Wanted someone who is reliable and do their work.
- 52 Short staffed - need more aides
- 53 Pay rate for aide is too low
- 54 Some of my needs were not met. I didn't receive enough time for my aide to work.
- 55 Have better aids to come in the home and help.
- 56 They ask you questions monthly and ask black or white questions. If they asked more interpersonal questions, upfront and during, and setting boundaries and goals for the attendant would have been more helpful. More teaching on skills would have been helpful, rather than just a monitor. I could have asked for some, but I wish that it was automatic.
- 57 Consumer states that she is somewhat satisfied because she feels she needs more units and can not get them.

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Did you gain knowledge, skill and/or independence from PERSONAL ASSISTANCE SERVICES (PAS)?

Answer Options	Response Percent	Response Count
Yes	94.9%	2043
No	5.1%	110
<i>answered question</i>		2153
<i>skipped question</i>		1667

Did you gain knowledge, skill and/or independence from PERSONAL ASSISTANCE SERVICES (PAS)?

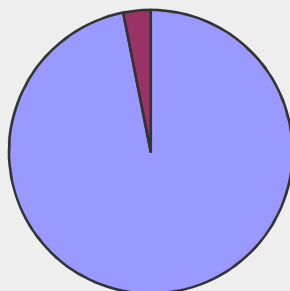


■ Yes
■ No

Did PERSONAL ASSISTANCE SERVICES (PAS) make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	96.9%	2083
No	3.1%	67
<i>answered question</i>		2150
<i>skipped question</i>		1670

Did PERSONAL ASSISTANCE SERVICES (PAS) make a positive change in your life?



■ Yes
■ No

Annual IL Outcomes Survey FY11

If Yes, what change did PERSONAL ASSISTANCE SERVICES (PAS) make?

answered question

1851

skipped question

1969

Response

- 1 It helps me to be independent. Having someone come and help me with physically demanding activities helps me save my muscles for other things.
- 2 I can't clean or cook so these services really help me stay independent
- 3 It allows her to remain in a clean living environment.
- 4 The caregiver is helping the customer do some things she is otherwise unable to do, because she is recovering from surgery.
- 5 I am able to live in a cleaner home and they help me with personal care I cannot do myself. I would be in an assisted living home if not for this program.
- 6 I have someone to take care of my bathing and housework and its a family member I can trust
- 7 The caregiver does some cleaning and cooking that the customer cannot do.
- 8 The caregiver comes in 2 hours per day to help with everything.
- 9 The caregiver treats the customer like an adult, he doesn't try to push decisions on the customer. He is helpful without overstepping his boundaries.
- 10 I've been healthy ever since they started coming in.
- 11 It's a great program. I never thought I would need it but I'm so glad it's there.
- 12 It provides independence. Once I have my braces put on I can do pretty much anything.
- 13 If I did not have this program I would probably be in a nursing home.
- 14 I am more independent because there are things I cannot do. It helps me to know I can get things done.
- 15 I have COPD and need the assistance.
- 16 They allow me to continue to live independently.
- 17 The worker helps the customer with many tasks that she cannot do. Makes the customer feel less worthless.
- 18 Someone to cook for me because I can't stand long.
- 19 The PAS helps the customer take a shower as well as other basic functions around the home.
- 20 Very satisfied. I think it's a great program.
- 21 Helped the customer when he had back surgery, helped him do things because he couldn't move.
- 22 Allowed customer to hold a job. At present, if not for the services, the customer would have to be in nursing home.
- 23 Saved my life a few times!
- 24 It has helped my mood and made me secure.
- 25 Helped keep her independent. Assists with many daily needs.
- 26 Very satisfied.
- 27 My personal attendant is amazing & helps me to do many things at my home that I cannot do myself!
- 28 It gives me the confidence that I can stay in my own home, because I have help to do the things that I can not do for myself.
- 29 I push myself to get better faster so I can do it on my own.
- 30 She got me an absentee ballot. I am grateful for that.

answered question

1851

skipped question

1969

Response

- 31 He is more independent with day to day living.
- 32 They have made it possible for me to get to work on time. That is the main thing.
- 33 It gives me help in my home and allows me to be able to stay in my home.
- 34 I can live independently
- 35 It has helped me to continue living on my own.
- 36 It has helped me to stay safe and comfortable at home.
- 37 I wasn't able to clean my house and my personal assistant has kept my house up well.
- 38 I could not do it on my own.
- 39 Help me to stay in my home with my children
- 40 She was unable to do the things in her home that needed to be done. Now that she has an attendant she can remain in her home.
- 41 Due to my health issues I can't clean my home or take my own showers. So with my attendant being here it has helped not only my dignity its helped my health.
- 42 Her housework is now being kept up. She is able to get to her doctors appointments and grocery shopping.
- 43 He is more comfortable in his home. His home is more clean and he feels better mentally having a clean home.
- 44 She is able to live in a clean environment, and able to get assistance with bathing and shopping. Her attendant takes her for appointments when possible.
- 45 Let's me stay in my own home and have who I want take care of my needs
- 46 Allows me to hire my own attendant and not have a stranger coming in or going to a nursing home
- 47 Enables me to stay at home with wife rather than enter a nursing home
- 48 If he did not have an attendant, he would be in a nursing home. Very thankful that these services are provided.
- 49 In all ways, bathing, exercise, shower.
- 50 I am able to get help when I need it daily and stay on a routine.
- 51 She cooks for me and washed clothes and helps me go to bathroom.
- 52 Gained self esteem.
- 53 Help with daily tasks.
- 54 Allows me to be at home around my children
- 55 I'm able to participate in other community activities.
- 56 Helps her keep her house clean and gets a hot meals.
- 57 I can live on my own now that I have help.
- 58 It gave me the feeling of control and confidence in my judgment.
- 59 Mt attendant that helps me out at home has made things so much better. Is able to get the things done for me that I cannot do myself these days.
- 60 I don't have to work in pain anymore. The pain made it hard to do anything.
- 61 Having someone there to assist me with my everyday living has kept me living in my home.
- 62 I have heart problems, I am no longer able to take care of my home. It helps me to stay in my home and have the help in need. Very thankful to have these services.
- 63 Helped me to better adapt to my disability. Provided me with help on things I could not do myself.
- 64 Allows me to remain independent in my community and live like everyone else
- 65 I am so grateful to have an attendant that I know and I'm comfortable with to take care of me. Thank goodness, or I would have ended up in a nursing home.
- 66 Without my attendant care services, I would likely be in a nursing home, so it has made a really positive change for me!

answered question

1851

skipped question

1969

Response

- 67 She fixes my meals, washes my clothes and does my medication for me.
- 68 She helps me bathe, dress and get my food. Mainly everything.
- 69 Before she started helping me, I never got out of bed. Now, I'm up everyday and love it.
- 70 It gives me the help I need,
- 71 It makes it easier for me when I have my attendant there and also it gives me much needed moral support.
- 72 It allowed her to feel better health wise.
- 73 She is a delightful person. She takes me to my doctors appointments. She makes me feel really safe. She does most of the housework and feeds me.
- 74 Allowed the consumer to remain at home with the assistance of an attendant.
- 75 Feel more independent and feels better about knowing she will get things done through her attendant. Consumer states she does not get as depressed about that now because she has an attendant to help her.
- 76 I felt better when I received the CDS services. I no longer have CDS due to a high Spend down and I can not afford to pay Spend down out of pocket.
- 77 I am more comfortable being in my own home.
- 78 I have to have an attendant to help me otherwise couldn't be on my own. I like being able to have my own place.
- 79 can't live on my own without an attendant, don't want to go into a nursing home
- 80 It gave ability to get out and about especially for dialysis
- 81 it gives me responsibility over my services
- 82 Enabled me to not have to do things that hurt me; allowed me to be more mobile, improved my quality of life.
- 83 Improves the quality of my life
- 84 I am able to live at home and my health has improved.
- 85 Allows me to be at home and to get to dialysis easier.
- 86 I'm able to get up and get around a little bit with the assistance.
- 87 It has given me more independence and courage to go back to school.
- 88 Independence.
- 89 She's my right hand!
- 90 It helps allot. Like the dishes and housekeeping. My medicines. They vacuum for me. Stuff around the house has helped allot.
- 91 It takes stress off my wife because she has to work full time and now she doesn't worry about me as much.
- 92 It allows the consumer to live at home with his father instead of a nursing home. His father is a farmer and must be out in the fields most days.
- 93 Independence. I am totally disabled. Can only move my arms. So this helps me so much.
- 94 Can't go up and down stairs to do laundry. She can't drive anymore. She needs this help because she can't see very well anymore.
- 95 I'm able to spend more time with my mother.
- 96 Keeps my house clean, does cooking, helps with the mail (I am blind), does laundry. Very very happy.
- 97 I had a heart attack and a broken hip. She does the work around here that I can't do.
- 98 "where does a person begin...I cannot walk, I have cancer and chemotherapy leaves me ill...they have restored my life and are always there with a smile. I know of no other place in the world that can do that."

answered question

1851

skipped question

1969

Response

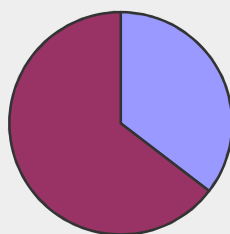
- 99 Definitely satisfied. Can go and do things now cause he is able to shower. They clean, take him places, has dramatically changed his life.
- 100 Help me to keep up with my household daily duties.
- 101 I'm able to get my house clean. I can eat on a regular basis now. I have clean clothes.
- 102 I needed help to keep up my home and it has helped having my attendant.
- 103 Able to stay out of nursing home.
- 104 Diet is a lot better. Helped keep house cleaner. Attendant helps to keep active.
- 105 I haven't had to go to a nursing home. I can't take care of myself so having the help is important.
- 106 It has helped me with my daily living activities.
- 107 It gives me the choice to live in my own apartment.
- 108 Where to start! It's allowed me to stay in my home, I'm fairly young and I'm not ready to go to a home yet. Mentally I'm here but physically I'm falling apart so it's been wonderful. I've been able to stay here and have things that I was unable to do on my own taken care of.
- 109 He is able to get out more.
- 110 Well, my legs were amputated, so it is difficult to get things done around the house. I do what I can, but the service I receive really helps to take care of those task that is impossible for me to do. I feel better when I know my house is clean.
- 111 I'm very happy to have someone I trust and know to help me.
- 112 I'm able to stay home and spend time with my daughter.
- 113 I try to be independent but the things I can't do I get help with. It keeps me from entering a facility.
- 114 "I have maintained my independence and gives me a feeling of being alive."
- 115 Attendant does many tasks to make it easier to remain at home.
- 116 I am in a wheelchair. I am so glad someone comes to my house and helps me with all those things I can't do for myself any more.
- 117 My life is so much easier. I now have less stress in my life.
- 118 I have help with all those chores I can't do for myself any longer. I am very grateful.
- 119 My aide is very helpful. She cooks my meals, cleans my home and helps me with so many things I can't do for myself anymore. I am so glad to have her.
- 120 Due to my disabilities I can't do those things I used to do. My aide cleans my house, grocery shops, bathe me, prepares my meals and so many other things. I don't know what I would do without her.
- 121 I can't do as much as I used to be able to do. My attendant helps me bath, wash my hair, fixes meals, and cleans my house. I am blessed to have her.

Annual IL Outcomes Survey FY11

Did you receive any ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services? Any assistive technology device, that is, any item, piece of equipment or product system that is used to increase, maintain or improve functional capabilities of individuals with disabilities and any assistive technology service that assists an individual with a disability in the selection, acquisition or use of an assistive technology device.

Answer Options	Response Percent	Response Count
Yes	35.4%	1212
No	64.6%	2214
answered question		3426
skipped question		394

Did you receive any ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services?

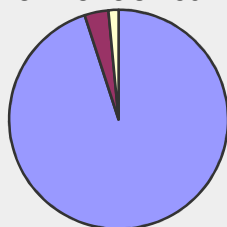


■ Yes
■ No

What was your experience with the ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services you received?

Answer Options	Response Percent	Response Count
Satisfied	95.1%	1155
Somewhat Satisfied	3.5%	42
Dissatisfied	1.5%	18
answered question		1215

What was your experience with the ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services you received?



■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

Annual IL Outcomes Survey FY11

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Adaptive Equipment/Assistive Technology service could have been better.

answered question

118

skipped question

3702

Response

- 1 Could not use the shower chair. Finally got a sliding transfer bench.
- 2 The customer was not able to adjust the telephone to her liking.
- 3 The shower chair was not what she requested.
- 4 I don't know what to make it better, I cant hear any better with the TAP phone than my regular phone.
- 5 Had a phone but it quit working
- 6 Phone needs to ring louder
- 7 I have had problems with the phone
- 8 Consumer hasn't received it yet.
- 9 Hears better but still has trouble
- 10 Cannot hear any better
- 11 Phone never worked. Got one with a speaker that works fine.
- 12 Phone did not work but they are in the process of sending her a replacement.
- 13 volume does not go high enough
- 14 Phone worked good at first but I messed with buttons and don't hear as well now.
- 15 Service was good but shower chair wasn't strong enough to support my weight and the chair buckled.
- 16 I got a phone from them, but I never could work it, so I took it back.
- 17 It worked great, but I couldn't afford the service, so I had to downgrade.
- 18 He had always had visual problem and can see the phone and it still working. The # 8 button sticks.
- 19 They gave me a shower chair. But I need a bench and I'm still waiting for it.
- 20 They gave us a potty chair. And it doesn't work for me. They also gave me a lift. That works fine.
- 21 The house is small and I can't use the motorized chair anymore.
- 22 Life alert does not work right
- 23 The referral agency that I used didn't listen to what I wanted and needed. The assistive technology that I received from the IL center was fine.
- 24 I can't hear well with the phone.
- 25 Can't get names programmed
- 26 Phone does not always work, sometimes when I answer I can't hear anyone
- 27 We had to wait a long time when we came to pick it up.
- 28 Rubber thing that goes around tub kept breaking. Had to be repaired..
- 29 If I move I drop calls.
- 30 Volume okay but women's or high-pitched voices are difficult to hear, more bass would help
- 31 Bench was too large for bathroom. Couldn't get a smaller one.
- 32 Waiting on equipment
- 33 Wheelchair did not work. Seat was back too far and I had trouble getting in and out of it. Therapy told me not to use it because it was to hard to get into.
- 34 The reacher she was provided did not work well for her. She did not have enough strength to use it.

Annual IL Outcomes Survey FY11

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Adaptive Equipment/Assistive Technology service could have been better.

answered question

118

skipped question

3702

Response

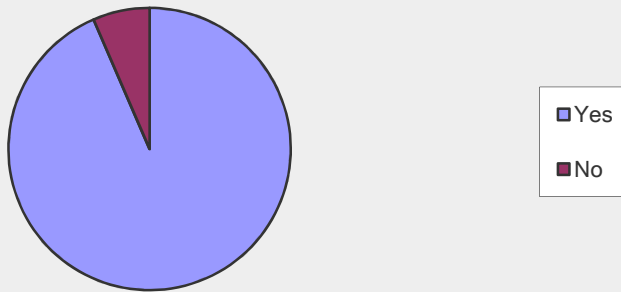
- 35 Can't see dial, can't find keys
- 36 Phone has too much static so I can't use it.
- 37 Needed my handheld shower
- 38 Phone has static.
- 39 Maybe a stronger magnifier, not working for him.
- 40 We had to buy the DSL box, crackling filter
- 41 Having trouble adjusting volume and getting the answering machine to work.
- 42 Called, but no answer to find out about cordless phone.
- 43 Has a C-Pack and Oxygen. Hard to sleep with that thing on.
- 44 Hard to learn how to work my phone. Can't use caller ID and there's a lot of static.
- 45 Lots of static
- 46 Can't figure out volume changes
- 47 Sometimes a bit slow.
- 48 The shower chair was not exactly the kind wanted. Decided not to use a shower chair.
- 49 No messages can be left on the phone (TAP) button, don't know how to stop red light on bottom of phone, very hard to delete names from list on caller ID
- 50 Response to telephone calls could be a little better. Could have been better at meeting the schedule set.
- 51 They did not do much for me I only rented a chair for a week
- 52 The toilet riser is a little too tall
- 53 She doesn't understand everything on the phone. She does appreciate it.
- 54 I was being denied by DHHF to get sonic alarm because I didn't meet the criteria. The CIL should change the criteria so I can get sonic alarm.
- 55 Got a hand bike, we could make better by advertising what we have available.
- 56 I really need to have a power wheelchair, I have tried to get one for two years. They say I am not needy enough. then turn around and tell me that I have to many needs. I need a ramp and a shower.

Annual IL Outcomes Survey FY11

Did you gain knowledge, skill and/or independence from this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service?

Answer Options	Response Percent	Response Count
Yes	93.5%	1136
No	6.5%	79
<i>answered question</i>		1215
<i>skipped question</i>		2605

Did you gain knowledge, skill and/or independence from this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service?



Did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	95.6%	1161
No	4.4%	53
<i>answered question</i>		1214
<i>skipped question</i>		2606

Did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make a positive change in your life?



Annual IL Outcomes Survey FY11

If Yes, what change did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make?

answered question

1051

skipped question

2769

Response

- 1 Can take a shower more often and by myself, and I don't hurt myself by falling.
- 2 It allows me to be more independent and not rely on someone else quite as much. My independence is golden.
- 3 Now that I have a shower chair, I can take my time in the shower. Before I had to hurry before my back gave out on me.
- 4 I don't have to ask for help all the time which is so embarrassing. Now I have a bedside commode and a reacher so I can do things myself
- 5 I was in great need of my shower chair. Medical equipment is often not covered by Medicaid and can be very expensive, so I really appreciate it.
- 6 Assistive Technology helps me with my reading and it is a great program
- 7 Ability to read things independently
- 8 With the sock aid I can put my socks on by myself and with the reacher I can take them off and reach for things from my wheelchair
- 9 The can opener the customer receives works great.
- 10 Able to listen to books
- 11 My jar and can openers help me to be able to do some of my own cooking. I really appreciate that.
- 12 My handheld shower and shower chair are awesome. When I hurt, I cannot bend or stand and with them, I can sit down and use the shower still!
- 13 Blood pressure monitor helps her keep track of her blood pressure and the pill planner helps to keep her medication organized so she knows what pills to take and what day to take them.
- 14 Allows him to reach things better because he is paralyzed on the left side. Reacher helps him a great deal. Very satisfied with it.
- 15 Consumer received grab bars and a raised toilet seat and these have helped her have independence in the bathroom.
- 16 I feel safer in my home
- 17 The temporary ramp is such a blessing to have! I can get in and out of my home.
- 18 They helped me with an air conditioner.
- 19 A lot easier to take a shower due to the equipment provided.
- 20 Lighted magnifier very helpful to see.
- 21 Bedside commode and transfer bench helped be greatly with my bathing and daily activities.
- 22 I can go to the bathroom on my own now.
- 23 Due to the spurs and degeneration in my spine I could not stand to take a shower or get up and down in the bath
- 24 They got me a foot massager that works like a cycle. It has helped me a lot in my balance. This is a wonderful
- 25 You got me a step for the tub, which helped me a lot. I was having trouble with getting in and out safely. That
- 26 Allowed consumer to get on and off the commode so much easier.
- 27 The consumer feels safer when wearing a life alert.
- 28 Consumer received grab bars and a shower chair. Consumer states both items help to support her because sometimes she has mini strokes which affect her left side. The grab bar gives her something to hold on to for
- 29 I had really been having some rough days and I could not walk very well. You got me a walker immediately and I use it all the time. It has really helped.

Annual IL Outcomes Survey FY11

If Yes, what change did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make?

answered question

1051

skipped question

2769

Response

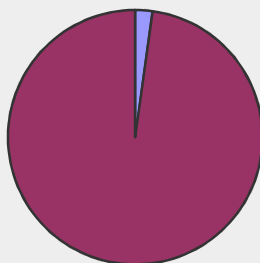
- 30 Adapted new way to use items in my home with no or minimal help from others.
- 31 Helped me to be able to use the restroom with less assistance.
- 32 I was able to have heat with the heater that they helped me get.
- 33 Able to get up and down in the chair when I hurt real bad.
- 34 I am more independent now with my talking clock and my phone.
- 35 Bath tub rail, makes it easier for me to get in and out tub by myself.
- 36 When I broke my hip my bath bench made showers horrible for pain and TILC provided me with one that alleviated pain when sitting in the shower. The grab bars and equipment make me feel safer.
- 37 I can reach things and put my socks on
- 38 Have a signal system related to baby crier truly helps me knowing when baby cries in other room.
- 39 I am so grateful to have a phone I can talk on and hear the people I'm talking to. What a difference it has made in my life.
- 40 I have a TAP telephone. I am visually impaired and am so thankful for the phone I have. It is for people who cannot see.
- 41 I received a TAP telephone. I can hear my family, friends and doctors a lot better. I am so grateful for it.

Annual IL Outcomes Survey FY11

Did you receive any YOUTH SERVICES including TRANSITION services? Any service that develops skills specifically designed for youth with significant disabilities between the ages of 14 and 24 to promote self-awareness and esteem, develop advocacy and self-empowerment skills, and the exploration of career options, including the transition from school to post school activities such as postsecondary education, vocational training, employment, continuing and adult education, adult services, independent living, or community participation.

Answer Options	Response Percent	Response Count
Yes	2.2%	74
No	97.8%	3352
<i>answered question</i>		3426
<i>skipped question</i>		394

Did you receive any YOUTH SERVICES including TRANSITION services?

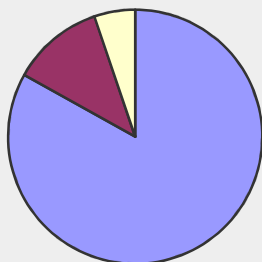


■ Yes
■ No

What was your experience with the YOUTH SERVICES including TRANSITION services you received?

Answer Options	Response Percent	Response Count
Satisfied	83.1%	64
Somewhat Satisfied	11.7%	9
Dissatisfied	5.2%	4
<i>answered question</i>		77

What was your experience with the YOUTH SERVICES including TRANSITION services you received?



■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

Annual IL Outcomes Survey FY11

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Youth Services including Transition service could have been better.

answered question

15

skipped question

3805

Response

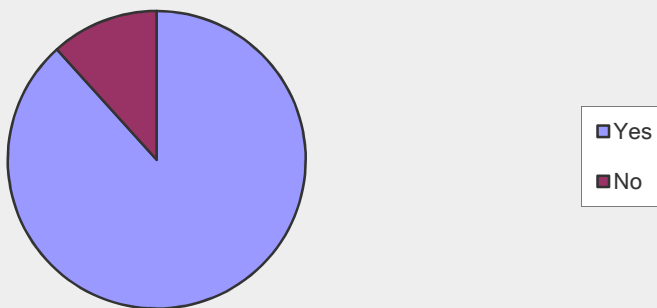
- 1 Mixed reviews. Cooking class-hands on, didn't really get a chance to participant. Did better in the math class
- 2 I don't know (response received 4 times)
- 3 I never really came much to the CIL. It was fun though when I did.
- 4 Helped me to understand more about my disability and introduced me to other kids with similar disabilities.
- 5 I need more information about community housing transition
- 6 Participant and participant's mother try to work things out with the specialist. There have to be more choices to participate. He does not necessarily fit in the group because of all his disabilities. Most of the people in the youth group are able to get out, use the computers, et cetera. Participant would benefit if he has someone to support him like an attendant. Participant's mother has to work on Saturdays - she cannot go with him to the youth group. She would like for her son to be included in the group. She does not want that he feels like a burden. He would like to be a part of the community and have peers. Participant does not have any friends and the youth group would help.
- 7 how to make budget, pay my bill, and save money.
- 8 I had difficulty with the transition. It was something new and different.

Annual IL Outcomes Survey FY11

Did you gain knowledge, skill and/or independence from YOUTH SERVICES including TRANSITION service?

Answer Options	Response Percent	Response Count
Yes	88.3%	68
No	11.7%	9
<i>answered question</i>		77
<i>skipped question</i>		3743

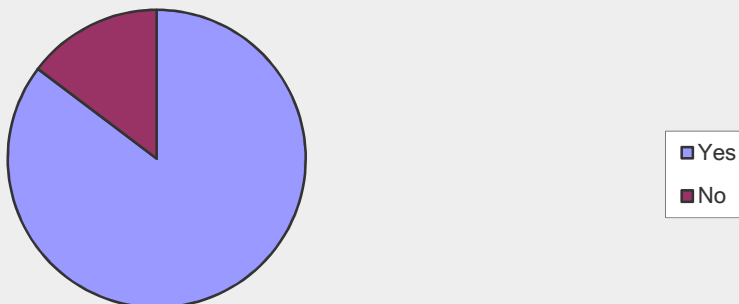
Did you gain knowledge, skill and/or independence from YOUTH SERVICES including TRANSITION service?



Did YOUTH SERVICES including TRANSITION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	85.3%	64
No	14.7%	11
<i>answered question</i>		75
<i>skipped question</i>		3745

Did YOUTH SERVICES including TRANSITION service make a positive change in your life?



Annual IL Outcomes Survey FY11

If Yes, what change did YOUTH SERVICES including TRANSITION service make?

answered question

51

skipped question

3769

Response

- 1 Because of her involvement with youth group, she is doing more things.
- 2 I now have a drivers license and am looking for a job.
- 3 I did job shadowing for a day at a daycare
- 4 Great program, helped us work together as a family to help enrichment our lives
- 5 It helped me with setting up my own apartment and feeling like I was part of the community.
- 6 More familiar with other people and allow me to make friends.
- 7 Loves the youth program. Will turn 18 next month. Wants to get in an adult group.
- 8 Volunteering
- 9 Budgeting
- 10 How to be nicer to people
- 11 Allows for social life
- 12 Big change in attitude
- 13 Helped with problems at school
- 14 I am learning to do math, read and write.
- 15 I gained some knowledge about being independent.
- 16 They are helping me to learn to read and do math so that will help me in my everyday life.
- 17 It helped me to be independent and how to do things without anyone's help
- 18 Attend CIL youth functions
- 19 Felt better about self
- 20 Learned how to use internet
- 21 Helped me mature and move out of group home
- 22 Help me with knowledge.
- 23 I am working towards getting my GED so I can go to collage.
- 24 Has changed my life. Education is awesome.
- 25 Helped me to graduate.
- 26 Helped me learned to use a computer.
- 27 Helped with my GED
- 28 Helping me get my education.
- 29 Being a better person
- 30 Staying out of trouble
- 31 Can better judge situations, calmer approaches
- 32 It started me on how get to my GED
- 33 Helped me with advocacy for myself.
- 34 Really helped make my self-esteem better.
- 35 Advocacy services were provided at IEP.
- 36 Staff did a great job helping me get the furniture I needed, especially the right kind of bed.
- 37 It taught me how to count money
- 38 How to save, pay my bill. I knew before, but not a lot until CIL staff gave me the class.
- 39 It also helped her to meet new people.
- 40 I did learn something from the transition.

Annual IL Outcomes Survey FY11

Did you receive any EMERGENCY ASSISTANCE Services? Any service that assists a consumer with securing financial aid and/or human assistance during an emergency situation or crisis.

Answer Options	Response Percent	Response Count
Yes	6.7%	229
No	93.3%	3197
<i>answered question</i>		3426
<i>skipped question</i>		394

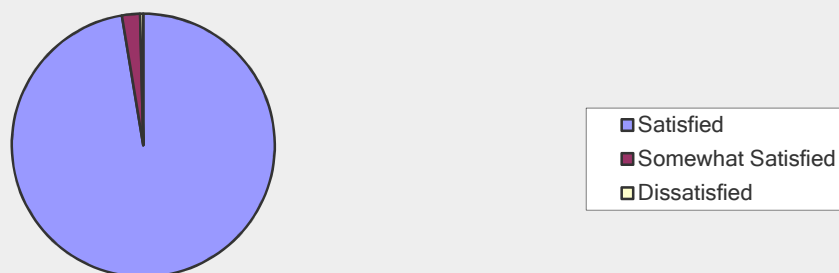
Did you receive any EMERGENCY ASSISTANCE Services? Any service that assists a consumer with securing financial aid and/or human assistance during an emergency situation or crisis.



What was your experience with the EMERGENCY ASSISTANCE Services you received?

Answer Options	Response Percent	Response Count
Satisfied	97.4%	226
Somewhat Satisfied	2.2%	5
Dissatisfied	0.4%	1
<i>answered question</i>		232

What was your experience with the EMERGENCY ASSISTANCE Services you received?



Annual IL Outcomes Survey FY11

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Emergency Assistance service could have been better.

answered question

14

skipped question

3806

Response

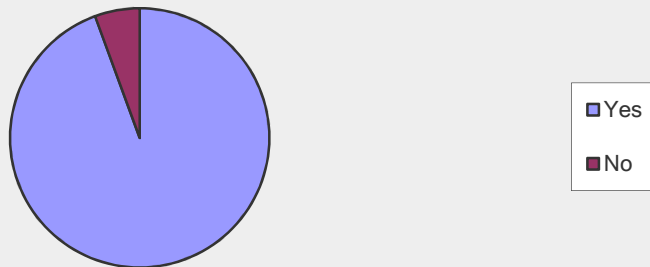
- 1 My bills are too high
- 2 I have to have a gluten free diet and your food pantry doesn't keep a lot of gluten free products.
- 3 Very appreciative of financial help with utility bill.
- 4 Received help with paying for rent on trailer pad.
- 5 CIL helped with lights and utilities. He had nothing and CIL helped.
- 6 They can only give me \$100 a year.
- 7 It helped me maintain my independence.
- 8 no
- 9 I don't think so with the economy..its fair.
- 10 They helped her with the rent before. She doesn't understand why they didn't help her again this year.
- 11 none
- 12 Paid my bill.
- 13 Helped me one time with utility assistance.
- 14 I know who to contact when there is emergency.

Annual IL Outcomes Survey FY11

Did you gain knowledge, skill and/or independence from this EMERGENCY ASSISTANCE service?

Answer Options	Response Percent	Response Count
Yes	94.4%	219
No	5.6%	13
<i>answered question</i>		232
<i>skipped question</i>		3588

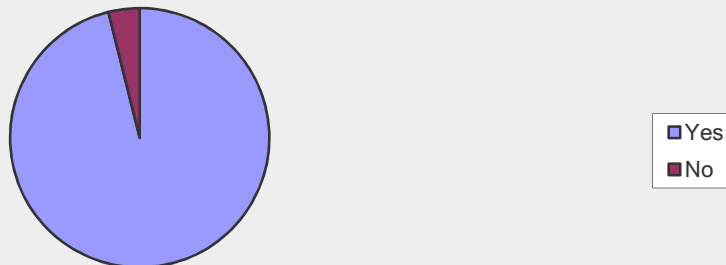
Did you gain knowledge, skill and/or independence from this EMERGENCY ASSISTANCE service?



Did this EMERGENCY ASSISTANCE service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	96.1%	223
No	3.9%	9
<i>answered question</i>		232
<i>skipped question</i>		3588

Did this EMERGENCY ASSISTANCE service make a positive change in your life?



Annual IL Outcomes Survey FY11

If Yes, what change did this EMERGENCY ASSISTANCE service make?

answered question

194

skipped question

3626

Response

- 1 Got a hot water heater
- 2 Staff is always good to bring me things from the food pantry which was kind and very helpful.
- 3 The items from the food pantry are very helpful.
- 4 Center gave me water when ice storm hit and calls me when weather is getting bad so I can be prepared.
- 5 I don't put off paying my bills as much any more.
- 6 Explain the emergency to me as a result of my seizures.
- 7 Just helps me get by.
- 8 I appreciate everything from the food pantry. It seems small, but having a little help with food can make a big difference!
- 9 You helped me a lot with food and information right after the tornado.
- 10 I have had to get food twice from the food pantry. Both times it has been very helpful.
- 11 CIL staff brings me goodies from the food pantry and it is all so helpful.
- 12 After the tornado, CIL staff helped me find whatever was left of my belongings in the rubble of my apartment. Then, when I got a new apartment, you helped me move in and get everything ready. You also got me some food and water. I really appreciate it.
- 13 Helped him pay utility bill.
- 14 Helped her make a bill payment.
- 15 Customer was in an accident, and the CIL worker helped facilitate the details of the process to make the customer's life much easier,.
- 16 Got me what I needed when I needed it.
- 17 You have helped me a lot since the tornado with food and other emergency services. Thank you so much!
- 18 Helped her pay utilities bill.
- 19 Paid gas bill.
- 20 Helped pay utility bill and relieve stress.
- 21 It helped me to be aware of what was happening.
- 22 Helped pay for her move.
- 23 I am on a very limited income and the things the CIL brings me helps me a lot. The shampoo and toothpaste help so much and I am careful with them so they last a long time!
- 24 Just helps me get through rough times.
- 25 When I ran out of food, you were there to help me. Thank you!
- 26 The food pantry has helped me make it to payday many times. Thank you!
- 27 I have epilepsy so the air conditioner I received helped keep me from having seizures.
- 28 I had a broken step going into my home that was very dangerous. The CIL fixed it so I wouldn't fall.
- 29 I have gotten food when I needed it and you helped save some of my belongings after the tornado. You also helped me at the shelter and got me hooked up for FEMA housing.
- 30 CIL brings me nutrition shakes. I love them, but can't afford to buy them at the market. They are good for me.
- 31 The food pantry is very helpful. The food is never spoiled!
- 32 Being able to access the food pantry when I am low on food is so helpful.

Annual IL Outcomes Survey FY11

If Yes, what change did this EMERGENCY ASSISTANCE service make?

answered question

194

skipped question

3626

Response

- 33 I didn't have money for my prescription co-pay and the CIL gave me the money I needed. I was glad to have the help.
- 34 Help me get back on my feet financially
- 35 All I can say is thank God for the food pantry!
- 36 Helped me with food and told me local pantry's
- 37 I wouldn't make it every month without help with food. Times are tough.
- 38 You got me food when I really needed it. I appreciate that so much.
- 39 It helped me a lot. I was worried after the tornado.
- 40 When I need it, I can get groceries and cleaning supplies, helping my check stretch further.
- 41 I got food from you and after the tornado that was necessary and very helpful. Thank you!
- 42 After the tornado, the help you made me know I wasn't alone. The food also has helped a lot!
- 43 I received a cooking stove when mine went out. I don't know what I would of done had I not gotten one from the center. I did not have the funds to purchase this. I also was provided depends. Getting them donated to me had made me more independent so I can go out and not have to worry about it.
- 44 It helped prevent having the electric shut off.
- 45 They helped pay for gas so I could get him to his therapy which was an hour away. We couldn't have done it without the CIL. They were wonderful.
- 46 They helped pay an electric bill.
- 47 Helped pay bills and buy groceries.
- 48 I got a coat for winter.
- 49 Knowing where to go, what to do when things happen
- 50 Yes I received help when my house burnt
- 51 It helped him get back on his feet.
- 52 Helped her with a payment that allowed her to keep her utilities on.
- 53 Providing food I needed
- 54 At a time when I could not afford food I was given resources to acquire food from pantries in my area and was brought food to assist me until I could locate another resource.
- 55 helped me with obtaining corrective shoes I would not have otherwise been able to afford
- 56 They help me with a utility bill.
- 57 They kept us from being evicted.
- 58 They paid \$100 towards my bill.
- 59 They paid my pharmacy and electric bill.
- 60 They helped me with an electric bill one time. I don't know what I would have done without them.
- 61 They helped me and my roommate with a bill. That was great.
- 62 You have helped me with food. It is hard living on social security and trying to pay your bills.
- 63 I know my emergency plan because of the CIL and I also have gotten things from the food pantry when I am low on food. That helps make ends meet.
- 64 Helped her remain in her home
- 65 Helped her remain independent
- 66 You have given my family emergency food several times. Helps my family meet monthly bills.
- 67 Helped me with food from the food pantry. I really appreciated it.

Annual IL Outcomes Survey FY11

If Yes, what change did this EMERGENCY ASSISTANCE service make?

answered question

194

skipped question

3626

Response

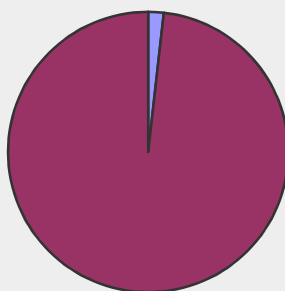
- 68 They brought us food during the ice storm.
- 69 They came and took me to a shelter.
- 70 I had no food in my home and the CIL brought me some groceries to get me by.
- 71 I was able to get some household items when I needed them.
- 72 You helped with a lot of things after the tornado--food, referrals, housing. Before the tornado, you helped with emergency food also. I really appreciate that.
- 73 I have really benefited from the emergency food in the food pantry. Thank you!!
- 74 The care closet helped when I was low on cash and couldn't afford certain toiletry/cleaning supplies.
- 75 Received Dollar More funds which kept our electric on.
- 76 Assistance with emergency transition out of LTC.
- 77 I received assistance with a fan to keep my home cool.
- 78 I received a cord of wood and a box fan to help keep my home warm.
- 79 Every three month, my CDS specialist visits me and updates the emergency contact plan. It is good.
- 80 I was able to get Boost and Depends and it really took a lot of stress off of me.
- 81 It helped me get my medication.
- 82 Peace of mind
- 83 It helped with heating.
- 84 I was able to get my medications until my Medicaid was approved.
- 85 At the time I had no way to get my medicine and you helped me get that. I am very satisfied with services received.
- 86 Help me keep gas and lights on.
- 87 I have emergency contact plan, I update it.
- 88 Helped him maintain his apt. and paid his electric.
- 89 I learned how to evacuate my house in a fire
- 90 Let emergency services know where he is.
- 91 Kept me from loosing my apartment.
- 92 During the holidays I was given assistance. A food basket and a check for gifts.
- 93 I had help paying for propane gas for my house.
- 94 I called my caseworker and told her I needed food. She brought me food that very day.
- 95 I received a holiday basket which helped a lot.
- 96 I had help paying my gas home heating bill.
- 97 My gas was going to be turned off. I had help paying the bill
- 98 My electric was going to be turned off. I had help from the Center to pay my bill. I was so grateful for the help.
- 99 I had help paying my electric bill. It was going to be turned off. At the holidays the Center gave my family food, gifts for the children and some help financially. I was so grateful for all their help.

Annual IL Outcomes Survey FY11

Did you receive any INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION services?
Services relating to relocation from nursing homes or other institutions to community-based living arrangements. This would also include services to prevent institutionalization or nursing home placement.

Answer Options	Response Percent	Response Count
Yes	1.8%	61
No	98.2%	3364
<i>answered question</i>		3425
<i>skipped question</i>		395

Did you receive any INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION services?

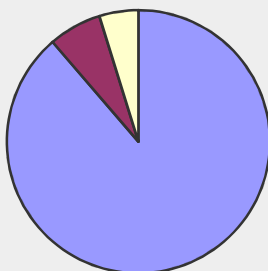


■ Yes
■ No

What was your experience with the INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION Services you received?

Answer Options	Response Percent	Response Count
Satisfied	88.7%	55
Somewhat Satisfied	6.5%	4
Dissatisfied	4.8%	3
<i>answered question</i>		62

What was your experience with the INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION Services you received?



■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

Annual IL Outcomes Survey FY11

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Institutional Diversion or Nursing Home Transition service could have been better.	
<i>answered question</i>	7
<i>skipped question</i>	3813
Response	

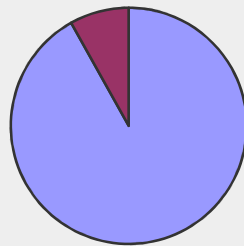
- | | |
|---|--|
| 1 | Still waiting for services |
| 2 | Staff is high on her list. Without them and the service provided we would still be in a nursing home |
| 3 | I haven't heard from nobody in a long time. |
| 4 | Hardly any help, only help in packing |
| 5 | I have some information. |
| 6 | Not relevant. |
| 7 | Consumer states that the counselor, nurses and staff at the institution provided different forms of entertainment that made life a bit better while she was there. |

Annual IL Outcomes Survey FY11

Did you gain knowledge, skill and/or independence from this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service?

Answer Options	Response Percent	Response Count
Yes	91.9%	57
No	8.1%	5
<i>answered question</i>		62
<i>skipped question</i>		3758

Did you gain knowledge, skill and/or independence from this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service?

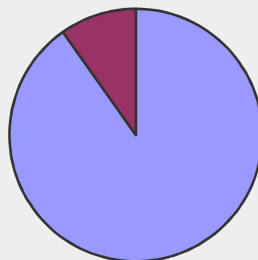


■ Yes
■ No

Did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	90.2%	55
No	9.8%	6
<i>answered question</i>		61
<i>skipped question</i>		3759

Did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make a positive change in your life?



■ Yes
■ No

Annual IL Outcomes Survey FY11

If Yes, what change did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make?

answered question

53

skipped question

3767

Response

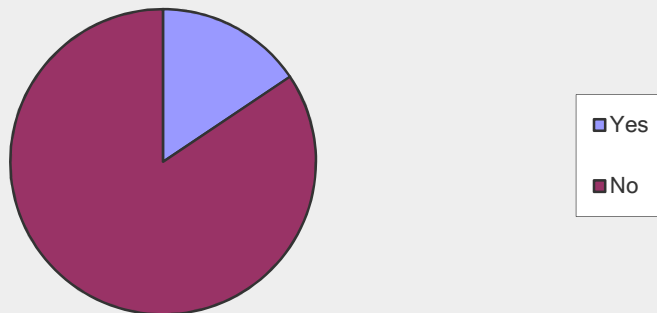
- 1 Being able to get out of the nursing home and live in my home again. The CIL helped build ramp, and fix my chair so I can live independently in my home.
- 2 I get to stay home.
- 3 I have services in my home that will allow me to stay out of nursing home and hope to move to a new place soon that will better suit my needs
- 4 I get to live where I want and do what I want.
- 5 I know that without this program, I would be in a nursing home. I hope I never have to be!
- 6 I can live at home, I don't have to live in a nursing home.
- 7 I didn't want to be in that place anymore.
- 8 You helped me when I came out of the rehabilitation center get everything set up.
- 9 Helped the customer get out of his nursing home and living independently.
- 10 I know if I did not have the attendant program, I would be living in a nursing home.
- 11 It has allowed me to stay in my own home.
- 12 It is great being able to live in my own home and not having to go to a nursing home.
- 13 As I am having more health problems, I know that without this program, I would be stuck in a nursing home. I am so thankful that I am not!
- 14 I don't have any worries. I am in my home.
- 15 You helped me get out of the nursing home. I know that your help made that transition so much easier. You helped set up everything and make sure I was safe.
- 16 I know I would be in a nursing home without this program. I am happy to know that I can count on you guys.
- 17 I was able to move into my own home
- 18 I was close to being in a nursing home and I know I would be if it wasn't for this program!
- 19 Positive change, helped her relearn her independence.
- 20 They helped set me up with Lifecare and back to my home. The only bad thing was I didn't stay in the hospital to qualify for funding in the Nursing Home. They helped me transition back to my home.
- 21 It allowed for them to become better suited for transitioning back home from a nursing facility.
- 22 She was able to move out and live on her own.
- 23 They helped me with therapy so I could go back home.
- 24 Able to stay on our own.
- 25 If not for IL I'm not sure I would be here today
- 26 I am home now.
- 27 It gave me a place to live when I was homeless.
- 28 I'm in my own home again.
- 29 Receiving adaptive equipment: The equipment helps my mother be more independent and makes our life nicer and easier for both of us so she can live at home."
- 30 Helped me start out on my own. Family helped too.
- 31 I like having help in my home because I can't do some things without help
- 32 My health improved and I was able to get out of the institution.
- 33 It made me feel like I was getting out of jail.

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Did you receive any TRANSPORTATION services? Provision of, or arrangements for, transportation.

Answer Options	Response Percent	Response Count
Yes	15.6%	532
No	84.4%	2889
<i>answered question</i>		3421
<i>skipped question</i>		399

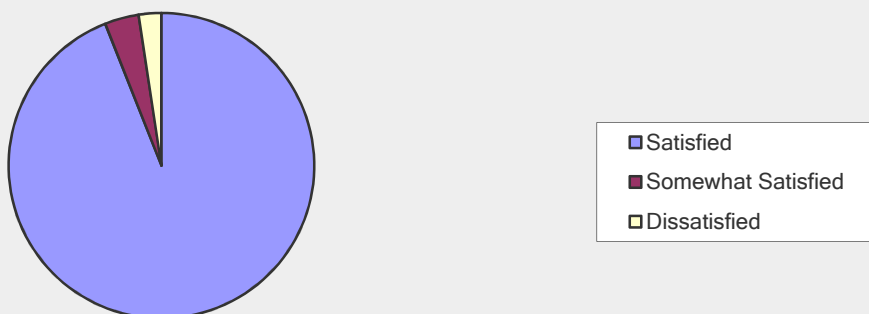
Did you receive any TRANSPORTATION services? Provision of, or arrangements for, transportation.



What was your experience with the TRANSPORTATION services you received?

Answer Options	Response Percent	Response Count
Satisfied	94.0%	503
Somewhat Satisfied	3.6%	19
Dissatisfied	2.4%	13
<i>answered question</i>		535

What was your experience with the TRANSPORTATION services you received?



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Transportation service could have been better.

answered question

44

skipped question

3776

Response

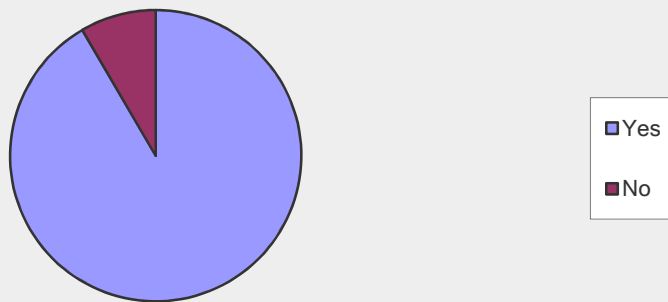
- 1 I just received transportation to one of the meetings at the CIL.
- 2 The customer said that--without impugning the drivers--the CIL fell down on the job when she needed them. Apparently she felt that she was not well treated by the management of the CIL.
- 3 You started charging for it and that makes me mad.
- 4 There was an incident three or four months ago where the driver left me in Knob Noster for hours.
- 5 The center needs more drivers so more time is available for drivers.
- 6 KC isn't the best with their bus system, not the CIL's fault.
- 7 I can't afford to buy the coupons, so I got a moped and pick up cans and recycle them for money. That is working for me for now.
- 8 If I had access to this service more often.
- 9 Every time I get out of class early between 1 and 2, they never answer the phone so I can have someone pick me up. They have a whole building full of people and no one answers the phone. It gets forwarded to Carbondale and then it rings again there. It would be a whole lot better if they hired someone to answer their phone and stop burning up my cell phone minutes. I have talked to them about and it stays the same.
- 10 It was ok, there was a little problem with where she was living. Difficult to walk. No longer at old address. Where I was they were telling me that since I changed the address so much that they could not pick me up at the old address. Still interested in services, to be picked up where I'm living now.
- 11 My worker could use more hours for this service especially when she takes me to the doctors office. Sometimes it takes a long time and she is there for me.
- 12 I can only get transportation for one visit a week. I have more appointments and needs for my life.
- 13 Would like for them to be on time and less bumpy
- 14 It would be better if she could ride the shuttle.
- 15 They were taking me late to things that I have to go to up to 2 hrs
- 16 New van/bus easier to latch down
- 17 Transportation is not available in her area.
- 18 Too limited. All my Doctor's appointments are at Barnes in St. Louis. You do not go that far.
- 19 Very satisfied, hopes to see it come back in the future.
- 20 All my Dr.'s appointments are in St. Louis. The van does not go that far.
- 21 Because if I had an appointment at 3 PM, they dropped me off and left me to find my own way home. They had to be done by 4 PM. Dr.'s don't run on time. Had to find ride home.
- 22 Goes to limited areas. Has Dr.'s appointments in St. Louis. We do not go that far. His CDS's hours are limited.
- 23 Disappointed that it didn't work out well the first time I tried to ride
- 24 When it was time to go he had to wait for the ride.
- 25 Seats are very small and uncomfortable
- 26 Most of the time satisfied.
- 27 It helps me in the long run. I can get out on my own.
- 28 I wanted to use the transportation dept to get to exercise but it cost too much for me.

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Did you gain knowledge, skill and/or independence from this TRANSPORTATION service?

Answer Options	Response Percent	Response Count
Yes	91.6%	490
No	8.4%	45
<i>answered question</i>		535
<i>skipped question</i>		3285

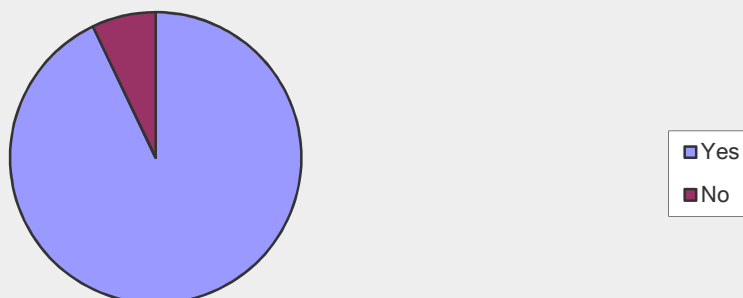
Did you gain knowledge, skill and/or independence from this TRANSPORTATION service?



Did this TRANSPORTATION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	92.9%	494
No	7.1%	38
<i>answered question</i>		532
<i>skipped question</i>		3288

Did this TRANSPORTATION service make a positive change in your life?



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If Yes, what change did this TRANSPORTATION service make?

answered question

443

skipped question

3377

Response

- 1 I am not behind the wheel of a car. It helps me get back and forth to the doctor. I don't have to worry about anything but scheduling a ride.
- 2 Ride the SMTS bus to center for activities
- 3 I was given rides for job interviews
- 4 Go to Doctor and have support while there and waiting
- 5 CIL transportation, especially the drivers, are very helpful.
- 6 Dependable ride
- 7 The transportation brings the customer to the groups, shopping, and to church.
- 8 Takes me to where I want to go.
- 9 When everyone turned their back on me the CIL was there to assist with driving.
- 10 I am more independent and am able to get to my appointments. My independence is improved 100% through transportation services.
- 11 The customer was able to visit the therapist; he no longer had to depend on his family members
- 12 The customer wishes that she could get more transportation, but other than that, she is entirely satisfied.
- 13 I can get a ride if I need to but I also use MAPS (community transportation option). But it is always good to have a backup.
- 14 CIL transportation has helped the customer, who his wheelchair bound, to get around and see family, as well as make appointments.
- 15 I am depressed and being able to get out helps me.
- 16 Now I am able to take the train to St. Louis and have transportation when I am there to visit friends.
- 17 I can't drive, so I really appreciate the transportation program. It helps me get where I need to be.
- 18 The customer is in a wheel chair, and her partner has a bad back, so without the CIL, there is no possibility of mobility. The SIL transportation is extremely helpful to the family unit.
- 19 Referred to Share A Fare, helped her get out to appointments, etc.
- 20 I got to go to Special Olympics with my team
- 21 CIL transportation is the best transportation in the area. The drivers are top notch, and all of them are a joy to be around.
- 22 The customer doesn't feel confined any longer. The transportation has helped her become mobile.
- 23 The customer has the ability to schedule himself, and he can be on time now.
- 24 The customer doesn't have to depend on family for transportation, less stress to make appointments, guaranteed to make appointments.
- 25 Helps the customer get to church when he/she would otherwise be unable.
- 26 Helps the customer get where she needs to go.
- 27 Customer was able to take care of basic needs because of transportation.
- 28 Resources to get out of the house, helped self esteem.
- 29 That driver was an angel.
- 30 It helped me to be more independent.
- 31 When my vehicle wasn't working, you were there to help with transportation. Thanks!
- 32 When my car was not working, you helped me get to my appointments. It was great

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If Yes, what change did this TRANSPORTATION service make?

answered question

443

skipped question

3377

Response

- 33 They gave me information to let me know what transportation was available in my area. That really helps a lot. They take me where I need to go including the doctors office, get my medicine and groceries. I am very happy with this service.
- 34 helped me keep doctors appointments when I had no other way to get there
- 35 The driver was wonderful and actually walked me up to the office because I was in a new place
- 36 The drivers are very nice and they pick me up on time.
- 37 I appreciated the transportation because it helped me get to meetings and to the support group.
- 38 I don't have to worry about parking and walking, prevented anxiety
- 39 Received leads on transportation resources and helping me get a drivers license.
- 40 It clearly showed me the advantage of one service over another in our town.
- 41 Helped me visit my physician.
- 42 I received transportation for cardiac rehab attendance.
- 43 Helped to gain independence.
- 44 Problems with Share Fare Resource not reliable.
- 45 Delight to get out and go shopping at Wal-Mart and Burger King.
- 46 The shuttle usually takes me to my doctors appointments. I love the driver, she's great. I love everything they do for me. If they didn't help me, I couldn't live on my own.
- 47 I received a bus I.D.
- 48 Gets me where I'm going and its good to know they are out there for me.
- 49 The shuttle takes me to work. I am satisfied.
- 50 When they do pick me up, it works out fine. I just have trouble if I get out early from class.
- 51 I had to use them for a while before I got back on my feet. It was great that they could help me. I am very happy with the services the center has provided me.
- 52 I used the Metro and Call-a-Ride services this year and got around pretty well.
- 53 Allowed me to get to my job
- 54 The driver is very professional and nice. It helps me a great deal.
- 55 The shuttle transports me. They take me to the doctor and wherever I need to go. I am very satisfied with this service.
- 56 Help to get to appointments
- 57 They are wonderful! I don't know what I'd do without them. Everyone is so nice. They take me to the Beauty Shop, to get my groceries and my doctors appointments. I am very happy with this service!
- 58 Helped me when I didn't have a way to get to the doctor.
- 59 Helps me get to doctor and shopping, but I wish you had it available more.
- 60 The consumer stated she was very happy with the prompt pick up time.
- 61 I received medical transportation to my doctor in St. Louis and I would not have been able to get to this appointment without this service.
- 62 It picks me up on time and drops me off on time
- 63 It has allowed me to go own my own without my sister having to be with me.
- 64 With a broken arm I cannot drive and this is wonderful. It has made such a big difference in my life.
- 65 Helps me go to the doctor.

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If Yes, what change did this TRANSPORTATION service make?

answered question

443

skipped question

3377

Response

- 66 They transfer him to dialysis 3 times a week.
- 67 All you have to do is ride... its great!
- 68 He made it to his doctor's appointment.
- 69 Someone he can lean on when he needs transportation.
- 70 I am able to get where I need to be for appointments and shopping.
- 71 Very hard to get them. Always booked up. Need more vans. Tired to book ahead one month in advance, all full, unless someone cancels, must find other transportation to Dr.'s office.
- 72 It allowed me to attend the Women's Support Group.
- 73 Because of my spend down I could not get medical transportation for regular visits for plasma. TILC was all I could rely on to get to these appointments.
- 74 Learned patience. Can't just hop in and go. Must wait for others.
- 75 Because I am blind I cant drive, I can call and get a ride coming and going. It gives you a lot of satisfaction that you can go anywhere you want. I meet new people
- 76 It helped me to get to the meetings on time. The driver were very nice and helpful
- 77 Really helps me get to the people first meetings. I don't have transportation because I don't' drive.
- 78 I was able to go to the EMC and get what I needed there.
- 79 He gain independence and it made it easier to get to and from the CIL; it took away the burden of asking other people and transportation being inconsistent.
- 80 I am able to have my wheelchair loaded in ACCESS II's van and I can take care of my business myself.
- 81 I have transportation to my doctor appointments and to pick up my medicines.
- 82 I am picked up three times a week to go to dialysis. I don't know what I would have done with out the help.
- 83 I have a ride to my doctors and to pickup my medicines.
- 84 I now have rides to doctor appointments and sometimes to my job. I am very thankful. and I don't worry.
- 85 I have transportation to the VA hospital. I am so thankful for the help. I am visually impaired and if it was for the Center I wouldn't make it to my doctor visits.